

# Our Customer Terms

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## Version History

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0.1	Initial Document Development	25/08/2015	SC
0.2	Product Terms & Conditions	19/10/2015	SP
0.3	Finalisation of all Policies	27/10/2015	SP
0.4	Internal Review	23/11/2015	SP
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1.0	Final Version for Release	16/12/2015	SP
1.1	Minor Updates	19/01/2016	SP
1.2	Final Review for Release	22/02/2016	SP

## General Terms & Conditions

We will supply you with telecommunications services ("Services") on the terms and conditions set out below. Words not defined in these terms and conditions have the same meaning as in the Telecommunications Act 1997.

### 1. Our Contract with You

- 1.1. As a customer of ours, these terms and conditions form the basis of our contract with you.
- 1.2. Our contract with you also includes your application/order form or voice recording which you complete and provide to us. We may accept and rely on a facsimile copy of the application or order form as if it was an original. You will be bound by a facsimile copy of the application or order form as if it was an original.
- 1.3. Our contract with you also includes our currently applicable price list. The price list may change from time to time, but we will notify you of any changes when they happen. Copies of the price list are available from us, upon request.

### 2. Service Description

- 2.1. Services will be supplied to you through the carriers or networks ("Carriers") that we nominate in writing from time to time. You agree that we -
  - 2.1.1. May need to change carriers to continue to deliver service(s) to you. We will notify you such change, including who the new carrier will be in writing, prior to any change being initiated.
  - 2.1.2. Have your express authorisation to notify any relevant Carrier in respect of and to effect any such change.
- 2.2. We do not warrant that we will be able to supply Services and we are not liable for any failure to provide all or part of any of the Services, but, to the extent and to the standard that Carriers provide Services to us, those Services will be provided by us to you. When your connection is disrupted, we will do our best to reinstate our Services to you as soon as we can.
- 2.3. When using the Services, you agree to –
  - 2.3.1. Comply with all statutes, regulations, by-laws or licence conditions of any government body; and
  - 2.3.2. Not breach any person's rights or otherwise cause us or a Carrier loss, liability or expense.
  - 2.3.3. Our obligations to provide the Services ceases when we transfer your account to another supplier and the other supplier takes over full billing of those services.

### 3. Charges and Payments

- 3.1. You agree during the term of this agreement:
  - 3.1.1. To be charged for the Services we provide to you, regardless of whether it is you who uses them, at our current prices;
  - 3.1.2. If our charges are exclusive of any taxes, that we can pass on to you the full amount of any taxes payable on the charges; and
  - 3.1.3. To pay accounts for all of those charges (including taxes) by the date specified in the account ("Due Date").
- 3.2. If you dispute in good faith an amount in the account, you must notify us in writing within seven days setting out reasons for the dispute and the amount in dispute. Notwithstanding any dispute as to any amount of any charge, you must pay the whole amount of each account by the Due Date.
- 3.3. If you do not pay your account by the Due Date, then we may charge a late payment fee of onto your invoice and suspend all or part of your Services pending payment of outstanding amounts on the account. Nothing in this clause affects our rights to terminate this agreement under clause 8.
- 3.4. If you do not pay the account by the Due Date, we also reserve the right (at our discretion) to adjust the prices you pay for the Services.
- 3.5. If you direct us to transfer any of the Services to another supplier, you will pay to us on receipt of an account under our normal payment terms –
  - 3.5.1. All of our accounts up until the time we stop providing the Services; and

3.5.2. All other proper charges that we become aware of after the date of transfer that relate to the Services we provided to you.

3.5.3. Any Early Termination charges or fees associated with the cancellation of your service.

#### 4. Amendments to Terms and Conditions

- 4.1. Without limiting clause 3.1, we may vary, alter, replace or revoke any of these terms and conditions effective upon the expiry of 14 days written notice from us. We may interpret your ongoing use of the Services after that date as constituting your acceptance of the variation, alteration, replacement or revocation.

#### 5. Credit Check

- 5.1. Prior to our accepting your application, you have provided to us all information relevant to our assessment of your credit rating. You have consented to the following:
- 5.1.1. Our obtaining from a credit reporting agency a credit report containing personal information about you;
- 5.1.2. Our giving to and seeking from any credit provider named in a credit report or in your application, information in relation to your credit rating including without limitation any information about your credit worthiness, credit history or credit capacity that credit providers are allowed to give or receive from other credit providers under the Privacy Act 1988;
- 5.1.3. Our making independent enquiries of third parties concerning your financial standing and for this purpose you have authorised and permitted such third parties to supply such information regardless of any confidentiality or privilege which applies to the information sought; and
- 5.1.4. Our providing any information we obtain about you to the relevant Carrier.

#### 6. Transfer of Services

- 6.1. When you transfer any services ("Transferred Services") from a Carrier, a telecommunications service provider or equipment supplier who supplies telecommunications services or equipment to you at the time of signing this agreement ("Current Supplier") to us, you authorise us to sign on your behalf and in your name any forms required by the Current Supplier to transfer the Transferred Services as we direct.
- 6.2. You agree to immediately pay to the Current Supplier any amounts owing for the Transferred Services up to the date of the transfer.

#### 7. Limit on Liability

- 7.1. We do not exclude or limit –
- 7.1.1. The application of any provision of any statute (including the Competition and Consumer Act 2010, the Privacy Act 1988 or the Telecommunications Act 1997) where to do so would contravene that statute or cause any part of this clause 7 to be void; or
- 7.1.2. Direct losses and damages which arise only as a result of our gross negligence (which means where we commit an act or allow an omission to occur in reckless disregard of the consequences of the act or omission).
- 7.2. Except where clause 7.1 applies, we exclude all statutory liability, tortious liability (including but not limited to liability in negligence), conditions and warranties implied by custom, the general law or statute, liability for all direct, economic, consequential or indirect losses, expenses, damages and costs incurred by you, arising out of or relating to the Services, any failure to supply or delay in supplying the Services or out of or relating to this agreement.
- 7.3. Including, but not limited to, liability for gross negligence and except to the extent of clause 7.1.1 we are not responsible or liable for any indirect consequential or economic damages, including, without limitation, loss of income or profit or loss of actual potential business opportunities.
- 7.4. We are not liable to you for any delay in the connection or failure in the operation of the Services.



- 7.5. You acknowledge that any liability of any Carrier to you in relation to the Services is governed by the terms and conditions on which that Carrier from time to time supplies that service to its own retail customers.

## 8. Termination of Agreement

- 8.1. We reserve the right to charge to you an administration fee, termination fee or any other charges incurred by us in providing this service to you if you terminate this agreement prior to the full contract term. The details on how the cancellation/early termination charges are calculated are provided in the applicable product section of this document.
- 8.2. We may immediately terminate this agreement by written notice at any time if, without our prior written consent: you breach any term or condition of this agreement; a receiver or receiver and manager is appointed over any of your property or assets; a liquidator or provisional liquidator is appointed to you; you become bankrupt; you enter into any arrangements with your creditors; you assign or otherwise deal with your rights under this agreement; you cease to carry on business; or there is a material change in your direct or indirect ownership or control.
- 8.3. We may also immediately terminate this agreement at any time by written notice if the Carriers cease to provide necessary services to us.
- 8.4. If we terminate this agreement in accordance with this clause and a Carrier arranges to supply you services other than through us, you acknowledge that –
- 8.4.1. The Carrier may not be able to make those arrangements immediately; and
- 8.4.2. Once the Carrier has made arrangements, the services acquired by you from the Carrier will be acquired on the Carrier's then current tariffs and terms and conditions and the Carrier will bill you accordingly.

## 9. Information

- 9.1. Without limiting clause 5.1, you agree to provide us with any information we request in connection with our providing the Services to you under this agreement.
- 9.2. You authorise and consent to the following:
- 9.2.1. Our conducting a physical audit of the Services and any equipment supplied in respect of the Services should we consider it necessary;
- 9.2.2. Our exchanging with Carriers all information about you and the Services provided to you in our possession or control including, but not limited to, your name, billing address, street address, relevant telephone numbers, any information obtained by us for the purpose of your application and this agreement;
- 9.2.3. The Carrier exchanging with us any information in the Carrier's possession or under its control in relation to the Services including, without limitation, all your records and, in particular, exchange line details, account information, call charge records and call event records; and
- 9.2.4. Our and the Carrier's use of the information referred to in 9.2.2 and 9.2.3.

## 10. Assignment

- 10.1. Your rights under this agreement are personal. You must not assign or attempt to assign any right or obligation under this agreement without our written consent. We may assign all or any of our rights and obligations under this agreement at any time by notifying you in writing.

## 11. Warranty of Authority

- 11.1. Any persons signing this agreement on your behalf warrant that they have full power and authority to bind you in respect of this agreement.

## 12. Our Equipment

- 12.1. Risk in any equipment provided by us or any third party to you for purchase or hire ("Equipment") passes to you upon delivery. You will accept any Equipment on the basis of these Terms and Conditions and any additional terms and conditions notified at the time of delivery.

- 12.2. Title to any Equipment provided for purchase does not pass to you until all amounts owing to us under this agreement and the cost of such Equipment have been paid in full. Until title passes to you, the Equipment will be held by you as Bailee for us.
- 12.3. If Equipment is installed at premises occupied by you, you must not interfere with the Equipment or its installation.
- 12.4. You irrevocably grant to us, our agents and servants, leave and licence without the necessity of giving any notice to enter at any time on and into premises occupied by you using reasonable force if necessary to inspect, search for and re-take possession of any Equipment in respect to which payment is overdue. You shall indemnify us and hold us harmless against any loss or damage suffered by any person or company arising from such possession.
- 12.5. On the termination of this agreement for any reason, you will immediately return all Equipment owned by us or make it available for our collection. Should you fail to do this within 30 days of terminating your services, you will be invoiced for the cost of the Equipment as applicable.
- 12.6. Where you have equipment on premises you occupy which is used by another supplier to provide you with services, we will disconnect that equipment when you transfer the services to us and we connect our Equipment (if any). You must immediately notify that supplier that you have transferred your services to us and arrange for them to remove their equipment from the premises.

### 13. Miscellaneous

- 13.1. Any notice, demand, consent or other communication required to be given to either party must be delivered personally or sent by prepaid mail or by facsimile to the address of the other as last notified.
- 13.2. This agreement shall be governed by and construed in accordance with the laws of the State or Territory of Australia wherein the Services are connected and the parties hereby submit to the non-exclusive jurisdiction of the courts of that State or Territory of Australia.
- 13.3. This agreement contains yours and our entire understanding to the exclusion of any and all prior or collateral agreement or understanding relating to the Services, whether oral or written.
- 13.4. If any part of this agreement is found to be invalid or of no force or effect, this agreement shall be construed as though such part had not been inserted and the remainder of this agreement shall retain its full force and effect.

### 14. Authorised Representative

- 14.1. If you wish to appoint an Authorised Representative to deal with us on your behalf you may do so.
- 14.2. Please consider carefully before authorising somebody to make changes to your account. An Authorised Representative you appoint can deal with us on your behalf as your agent (including making a complaint) and;
  - 14.2.1. if you specifically give them limited rights; has only those rights including any limitations you specify on access to your information; and
  - 14.2.2. If you do not give them limited rights; has power to act and access information as if they are you.
- 14.3. We may also accept a person who holds an appropriate Power of Attorney or Guardianship Order as an Authorised Representative for a customer. Please forward a certified copy of the Power of Attorney or Guardianship Order to us. We may need to have the documents checked before we can accept the appointment. Please request a copy of the form to add an Authorised Representative from our Customer Service team, should you wish to add an Authorised Representative to your account.

## Regulatory Compliance Statement

We are compliant with the Telecommunications Consumer Protection Code (C628:2012), which applies to you if you meet one of the criteria below.

- You are an individual who acquires or may acquire a Telecommunications Product for the primary purpose of **personal or domestic use; and not for resale.**
- You are a **business or non-profit organisation** which acquire Telecommunications services from us for business purposes, other than for resale and at the time of entering in to a contract you;
  - You did not have a chance to negotiate the terms of your contract with us; and
  - You have or will have an annual spend with us less than \$20,000.

We operate within a complex regulatory environment but remain committed to keeping you informed about key protection measures that exist within the telecommunications industry.

We know that our success depends on the service we provide our customers. Take the time to browse through it. If you need further information on anything contained here please contact us.

### 1. General

The below principles guide our interactions with you.

- We will communicate with you in plain language.
- We will provide accurate, relevant and current information.
- We will communicate with you in a way that is appropriate to your communication's needs.
- Our Customer Terms are available for download from our website.
- We will comply with all of the applicable laws.
- Our staff will interact and communicate with you courteously. We will achieve this by:
  - Culture: We will promote a culture within our staff where rudeness to Customers, and/or non-compliance with the TCP Code are not acceptable.
  - Disciplinary Action: We will ensure appropriate action is taken against staff who are rude to customers.
- We will ensure that you can appoint an Authorised Representative to act on your behalf, and that this authorised representative has the ability to act on the Customers behalf as if they are the Customer.

### 2. Communication of Offer

We will communicate our offers (whether orally or in writing) in a clear, accurate and in a manner which is not misleading, enabling you to make informed choice.

### 3. Summary of Offer

We will provide Critical Information Summaries which include the following information on our products & services:

- Information about the service
  - Description of the product or service.
  - In respect of the product offered.
    - The inclusions, exclusions, conditions and limitations of the product.
- Information about pricing
  - The minimum monthly charge of the product (if applicable)
  - The maximum monthly charge payable where calculable.
  - The maximum charge payable for early termination of the offer.
  - Where the offer is not unlimited, the cost of making a 2 minute standard national mobile call (including flag fall) (if applicable).
  - For an included value plan, an estimate of the maximum number of standard national mobile calls (Each 2 minutes in duration) that a customer can make.
- Other Information
  - A link to the area of our website where you can obtain call data and usage information or instructions on where you can obtain this.

- Warnings about international roaming costs (if applicable)
- Our Customer Service contact details.
- Information about how to access our internal dispute resolution processes
- Contact details for the Telecommunications Industry Ombudsman.
- Other relevant Information
  - We will provide any other relevant information to you in regards to our product in a readily accessible manner, such as Product Description, Technical information, Billing & Payments, Usage, Warranties, Mobile Coverage, International Roaming, and if we are acting as a Reseller, who the prime carrier of the service is.

Where any information that we have provided is inaccurate, we will remedy this information as soon as possible, and provide it to you in writing. We will resolve complaints with you with a remedy appropriate to the situation, which may include the right for you to terminate your contract with us without penalty.

#### 4. Advertising

Our advertising will include all important conditions, limitations, qualifications and restrictions about the offer to enable you to make informed choices, and to avoid being misled. We will use a clear and plain language when advertising our offers.

#### 5. Selling Practices

Our sales representatives will promote and sell our products in a fair and accurate manner and will be able to communicate with you in English.

- Training: Our Sales representatives will be appropriately trained on how to sell and promote services in a fair and accurate manner.
- Ongoing Monitoring: We will monitor our sales representatives on a regular basis to ensure their compliance.
- Complaints: We will monitor and track complaints to ensure emerging or systemic issues are addressed immediately.
- Accurate descriptions of products: Our Sales representatives will provide accurate information about our products, services and offers.
- Appropriate behaviour: Our Sales representatives will interact with you in a courteous, fair and accurate manner.
- Consent & Authority: Our sales representatives will obtain your consent, and confirm your authority to enter into a contract, prior to completing the sale.

#### 6. Contracts

- Our Customer Terms will be available on our website.
- Our standard form of customer contract will be written in a plain language, be clear, consistent and contain all the terms & conditions of the product.
- Our standard form of customer contract will not include any unfair terms.

#### 7. Customer Service

- We will endeavour to answer all your enquiries in a timely and effective manner.
  - We will inform you on the ways you can contact our Customer Service Team.
  - We will monitor our average wait times to ensure these are kept to a minimum.
  - We will endeavour to resolve any queries or complaints on first contact, and continually improve our first call resolution procedures.
  - We will keep records of interactions between you and our customer service teams to aid in assisting you.
  - We will ensure that staff are trained appropriately to deal with your queries.

- We will seek feedback from you on how we deal with your enquiries and use this information to improve our processes and practises.
- We will ensure any personal information we store is protected from unauthorised use, and is dealt with all applicable privacy laws.

## 8. Billing

We are committed to providing our customers with clearly understood, accurate, timely and complete bills and billing related information.

- We will provide clear and easy to understand information about our pricing, billing, bill period and payment terms and options.
- Our bills are provided in paper form sent by regular post, or via email.
- We will provide historical billing information for up to 6 years from the date of your enquiry, including for a period of up to 24 months free of charge.
- Access to our customer service team will be provided at Untimed Call Rates.
- Our Bills will include the at minimum the following information:-
  - Your Name & Billing Address
  - Our Trading Name and ABN
  - Details on how you can contact us
  - Details of our hours of operation
  - The Bill Issue Date and Invoice Number.
  - The Billing Period.
  - The Due date for the Current Bill Charges
  - The Name of or reference for the plan or agreement for which the bill relates.
  - Details of charges, included call values, discounts and excess charges.
- Our bills will be issued and delivered to you within 10 working days of the closure of the billing period. If there is a delay in this occurring, we will grant you an extension to pay your bill.
- We will endeavour to include all call charges relating to the current bill period into a current bill.
- We will not bill for charges older than 160 days from the date the charge was originally incurred.

## 9. Verifying Charges

- We will provide sufficient information and will be able to demonstrate and verify Billing accuracy of our bills.
- We will provide itemisation of all charges unless otherwise agreed with you.

## 10. Payment Options

- We will offer at least one method of payment of your bill that is free of charge.
- We will offer the ability for you to verify any payments you have made.
- We will apply payments within our billing system within 48 hours from the start of the next working day after we are notified of a payment.

## 11. Direct Debits

- We will ensure you can verify that a Direct Debit arrangement are in accordance with your authorisation.
- We will still issue a bill to enable you to verify all charges on your bill prior to the direct debit being processed.
- We will process the Direct Debit as close as possible to your due date.
- We will enable you to cancel a Direct Debit authorisation via email or faxed request, and we will remove it within 3 working days of the request.

## 12. Credit & Debt Management

We provide access to the following tools to enable you to take timely action to manage or limit your spend with us. We offer both spend management tools and security tools described below. Please note our notifications and billing information may be up to 48 hours old at the time of notification, this is as near to real time as is possible.

We will provide usage notification for national calls, SMS and data usage in Australia, and does not cover any usage whilst overseas or calls or SMS sent to overseas.

We will provide:

- Automatic usage alerts via SMS or email at 50%, 85% and 100% within 48 hours of reaching this point - at no cost to you
- Check your balance by calling our Customer Service Team – at no cost to you.

You may choose to:

- Receive less notifications
- Receive more notifications at different usage points of your choosing or;
- Receive usage notifications via a different method.

You may also choose to:

- Automatically restrict your service or parts of your service once a specific spend threshold has been reached.
- Bar or restrict certain call types to better manage your spend.

### 13. Responsible provision of Telecommunications Products

- We will inform you about and undertake a credit assessment prior to providing you with a product or service.
- We will advise you of your liability in respect of the services being provided.
- If we restrict access to certain products or service as a result of your credit assessment, you will be advised of this at the time of application, and we will include ways in which this restriction can be removed and the timeframes of this removal.
- If we require a security deposit as part of your application, we will provide information about the terms of the security deposit including details of interest payable, how the deposit may be forfeited and/or repaid.

### 14. Credit Management Process

We will provide a clear and defined credit management process which is available to you at no cost.

We will also provide information to you on:-

- Your obligation to pay Bills for telecommunications services by the Due Date.
- The fact that non-payment or repeated late payment of Bills may have an effect on the provision of current or future Telecommunications Services.
- Details of our Financial Hardship Policy.
- We will provide notice, in writing by Post or Email and Phone prior to restricting, suspended or disconnecting a service with at least 7 days' notice, unless you have pre-arrange a cut-off point based on a spend threshold.
- We will send a separate written disconnection notice prior to disconnecting a service for credit management purposes.

### 15. Fair Credit Management Processes

- We will ensure our credit management processes are fair and reasonable, and will conduct reviews of any suspensions, restrictions or action taken if asked to do so by you.
- If you are not satisfied of our review, we will advise you on how you can make a complaint.
- We will not impose reconnection charges following suspension or disconnection if it resulted from our mistake.
- We will not credit management any specified disputed amounts, or amounts that are part of an open complaint.
- If we use third parties for debt collection, they will comply with these provisions and the provisions of the Telecommunications Consumer Protection Code.

- Our financial hardship policy is available on our website, for our customers that are experiencing genuine financial hardship.
- We will assess financial hardship circumstances in a fair and timely manner.

## 16. Changing Suppliers

- We will gain your consent & authorisation before transferring any services to us.
- We will inform you in a clear and concise manner
  - That you are entering into a new contract by agreeing to the transfer.
  - The details of the services being transferred.
  - Our identity.
  - Whether there will be any disruption to your services as a result of the transfer.
  - Any equipment compatibility requirements & terms and conditions.
  - That you may have to pay a penalty or cancellation fee to your current provider.
  - Prior to transfer you will be advised of the transfer process, our contact details, and the date of completion of the transfer on the day it occurs.
- During the transfer we will keep you informed of any changes to the transfer process.
- We will validate and check the accuracy of the transfer when it has occurred.
- We will keep records of the transfer and all details of the transfer for up to 2 years. Access to these records is available upon request.
- If we are unable to transfer the service for any reason, we will notify you as soon as possible and advise you of your options.

## 17. Sale of our Business

If at any time our business is sold to another party or if part of a corporate re-organisation, we will notify you in writing prior to any transfer being initiated.

We will advise you of:

- Our intent to transfer your service to the new supplier
- Any details that we have that may materially affect your service.
- Any impacts the change has on your equipment.
- Contact details of the gaining supplier
- The proposed date on which the transfer will take place
- Details on how you can log a complaint about any aspect of the transfer.
- Any details of termination rights that result from the transfer.

## 18. Change of Wholesale Supplier

We will notify you of any change to our wholesale supplier prior to the change being initiated:-

- Our intent to transfer your service to the new supplier
- Any details that we have that may materially affect your service.
- Any impacts the change has on your equipment.
- The proposed date on which the transfer will take place
- Details on how you can log a complaint about any aspect of the transfer.

## 19. Complaint Handling

If we haven't provided the levels of service you expected, or if you have a concern with us, please tell us. We have a formal complaint management process in place to ensure that your complaint is addressed appropriately. Please refer to the Complaint Handling section of Our Customer Terms (this document).



## Privacy Policy

This statement is our privacy policy which sets out how we manage your personal information and other information. Before we go into the detail, we need to define a few terms.

### 1. Your Information

When we refer to “Your Information”, we are referring to both your personal information, as defined under the Privacy Act 1988 (Cth), and customer information, which is protected by Part 13 of the Telecommunications Act 1997 (Cth).

### 2. Credit Reporting Policy

This sets out how we manage your ‘credit information’ and ‘credit eligibility information’ where this is relevant to you, and is our credit reporting policy for the purposes of Part IIIA of the Privacy Act.

### 3. The kinds of information we collect and hold

Depending on the particular circumstances, we may collect and hold a range of different information about you. This can include your name, date of birth, contact details (including address, email address, phone number or mobile telephone number), occupation, driver’s license number, username or password, financial information (such as credit card or bank account numbers) and information about how you use our products and services.

This is not an exhaustive list. For example, we may sometimes need to collect additional information as part of a user authentication process, such as when you want to speak to one of our customer service personnel who need to access your account.

You might also need to provide personal information about other individuals to us (e.g. about your authorized representatives). If so, we rely on you to inform those individuals that you are providing their personal information to us and to advise them about this statement.

Calls into and out of our offices are recorded for Quality, Monitoring and Coaching purposes. You may request a copy of your recording by nominating the date and time of your call to our Customer Service team.

### 4. How we collect Your Information

We may collect Your Information in a number of ways, including:

- directly from you (such as where you provide information to us when you visit one of our stores or websites, complete an application form or agreement for one of our services, or contact us with a query or request)
- from third parties such as our related entities, business partners, credit reporting bodies (for more details see our Credit Reporting Policy below), wholesale or other customers, or your representatives
- from publicly available sources of information
- from our records of how you use your products or services
- when legally authorized or required to do so
- from third parties we list in the section of this Statement with the heading “When we disclose Your Information”

If you choose not to provide certain information about you, we may not be able to provide you with the products or services you require, or the level of service on which we pride ourselves.

### 5. How we hold Your Information

We may store Your Information in hard copy or electronic format, in storage facilities that we own and operate ourselves, or that are owned and operated by our service providers. We take reasonable steps to maintain the security of Your Information and to protect it from unauthorized disclosures.



While we take these steps to maintain the security of Your Information, you should be aware of the many information security risks that exist today and take appropriate care to help safeguard Your Information.

## 6. How we use Your Information

We may use Your Information for a range of different purposes, including:

- to verify your identity, or to conduct appropriate checks for credit-worthiness and for fraud checking.
- to provide products and services to you, to provide you with information about these products and services, to assist you with the enquiries or purchases, to enhance your experience on our network, or to provide you with better customer service.
- to administer and manage the products and services we provide to you, to charge and bill you for them and to collect any amounts you may owe us.
- To monitor network use, quality and performance and to operate, maintain and develop, test and upgrade our systems and infrastructure
- as authorized or required by the Telecommunications Act 1997 (Cth) and other laws applicable to us.

## 7. How we use Your Information for Direct Marketing

We may also use Your Information so that we, our related entities, dealers and other business partners can promote and market products, services and special offers that we think will be of interest to you (which may include products, services and offers provided by a third party). This marketing may be carried out in a variety of ways (including by email, SMS/MMS, or social media or by customizing on-line content and displaying advertising on websites) and may continue after you cease acquiring any products or services from us until you opt-out by calling us.

## 8. When we disclose Your Information

We may disclose Your Information to third parties who provide services to us, including organisations and contractors that assist us with the purposes for which we use Your Information. These services include:

- customer enquiries
- installation, maintenance and repair services
- mailing operations, billing and debt-recovery functions
- information technology and network services
- market research, marketing, telemarketing and door-knocking services

## 9. We may also disclose Your Information

- to your authorised representatives or advisers, or when you ask us to do so
- to credit reporting bodies and fraud checking agencies, and to credit providers for credit related purposes such as credit-worthiness, credit rating, credit provision and financing.
- Our dealers, our related entities or our business partners
- to other telecommunication and information service providers or to our wholesale or other customers from or through whom you may acquire products or services (For example, we may need to disclose Your Information for billing purposes)
- to the manager of the Integrated Public Number Database, and other organisations as required or authorised by law.
- to law enforcement and national security agencies, and other government and regulatory authorities as required or authorised by law

- to third parties who assist us to manage or develop our business or corporate strategies and functions, including our corporate risk and funding functions.
- for the purposes of facilitating or implementing a transfer/sale of all or part of our assets or business.

## 10. How to access or correct your personal information or make a privacy complaint

If you wish to access any of your personal information that we hold or would like to correct any errors in that information, please contact us, so that we can consider and respond to your request. We may apply an administrative charge for providing access to your personal information in response to a request.

You may also use these contact details to notify us of any privacy complaint you have against us, including if you think that we have failed to comply with the Australian Privacy Principles (APP) or any binding APP code that has been registered under the Privacy Act. We are committed to acknowledging your complaint in a prompt manner and will give you an estimated timeframe for when we will respond to your complaint.

While we hope that we will be able to resolve any complaints you may have without needing to involve third parties, you may also be able to lodge a complaint with a relevant regulator such as the

Australian Information Commissioner ([www.oaic.gov.au](http://www.oaic.gov.au)) or the Telecommunications Industry Ombudsman ([www.tio.com.au](http://www.tio.com.au)).

## 11. About this Statement

This Statement is effective 12 March 2014. From time to time we may need to change this Statement. If we do so, we will post the updated version on our Website, and it will apply to all of Your Information held by us at the time.

# Complaint Handling Policy

## 1. Introduction

We are committed to providing our customers with the best products and service. This policy details how we handle customer complaints in relation to our products and services. We will demonstrate fairness, courtesy, objectivity and efficiency in dealing with complaints.

This complaint handling process has been designed to comply with the Telecommunications Consumer Protections Code (TCP Code). Implementation, operation and compliance of this process with the TCP Code is the responsibility of our Chief Executive Officer.

## 2. Your legal rights

Nothing in this policy limits or detracts from your rights under the Standard Terms and Conditions, the Telecommunications Act, the Competition and Consumer Act or any other laws.

You do not have to follow the complaint handling procedures in this Statement; you can choose to take independent action to enforce your rights. However we believe that our complaint handling procedures will provide a quick and effective resolution of your concerns and difficulties.

## 3. How we will handle complaints

Our complaint handling policy aims to provide an efficient, fair and accessible mechanism for customer complaints.

Our Customer Service team will be your single point of contact; whether you wish to register a complaint about technical difficulties, billing issues, or Our Authorised dealers and staff.

Our objective is to resolve the vast majority of enquiries and complaints during the customer's first call. Our Customer Service Representatives have the training and authority to deal with most of the problems or enquiries. It may not always be possible to resolve a complaint on the first call, for example, because call records have to be reviewed or enquiries made with our staff.

Our objective is that complaints that cannot be resolved during the first call will be resolved within the timeframes agreed with the customer.

To provide a check on the handling of complaints our supervisors will:

- Randomly check records of complaints received by the Customer Service Representatives to ensure that a satisfactory solution been reached.
- Call back a cross section of customers to discuss the handling of the complaint by us, with a view to understanding how we can do better; and
- Review all complaints which have not been resolved within our timeframes, and determine what action is needed to resolve those complaints quickly.
- Identify systemic issues and implement ways of improving our processes and the training of staff.

## 4. How to appeal to senior personnel

If you are not satisfied with the way in which the Customer Service Representative has handled your complaint, you can request to be transferred to a supervisor. Where you have raised a matter with a supervisor, he or she will aim to resolve the complaint as soon as possible and within timeframes agreed with you. The supervisor will deal with you personally and not pass messages through other staff.

## 5. Lodging complaints

You can lodge a complaint with us by Post, or by using the contact phone number or email address on your most recent invoice.

Customer Care  
P.O. BOX 554  
MOUNT WAVERLEY VIC 3149

A verbal or written acknowledgement will be made within 2 working days after receiving your complaint with a unique reference number and a time frame for investigating your complaint and when you can expect your complaint to be resolved.

We will endeavour to resolve all complaints within 5 working days of the complaint being received. If we are unable to meet this timeframe we will advise you prior to this the reason for the delay and the proposed timeframe for resolution.

You can request your complaint to be looked at urgently. We will endeavour to resolve all urgent complaints within 2 working days of the complaint being received. If we are unable to meet this timeframe we will advise you prior to this the reason for the delay and the proposed timeframe for resolution.

## 6. Monitoring the progress of your complaint

You will be provided with a reference number for your complaint, which you can use to track the progress of your complaint. You can monitor the progress of your complaint by calling our Customer Service Team.

## 7. Proposed Resolution

If we propose a solution to your complaint, we will ask if you are satisfied with the proposed solution. A proposed solution must be accepted by you before we are required to implement it.

## 8. Taking appeals to external organisations

We believe that our internal appeal process will provide the quickest and most effective way to resolve complaints. If you are not satisfied with our review of your complaint, or with the way in which we have handled the complaint, you can ask the Telecommunications Industry Ombudsman (TIO) to assist.

You can refer a complaint to the TIO at any time. You do not have to go all the way through our review process before complaining to the TIO. You should note, however, that the TIO service is intended as a "last resort" for telecommunications subscribers with complaints and the position of the TIO is that you should raise a complaint with Us before approaching them.

The intention of the scheme is that we try to settle the issue before it is taken to the TIO. If you believe that any complaint raises wider telecommunications policy issues or is outside the jurisdiction of the TIO then you may wish to raise it with the ACMA.

To lodge a complaint with the TIO you can call on 1800 062 058 or write to:

TIO  
PO Box 276  
Collins Street West  
MELBOURNE VIC 8007

## Customer Service Guarantee

We are committed to achieving customer service excellence. We comply with the legislated requirements outlined in the Telecommunications (Customer Service Guarantee) Standard 2000 ("The CSG Standard") and issued by the Australian Communications and Media Authority (ACMA).

The CSG Standard specifies certain requirements to which service providers such as us, and our suppliers must adhere in relation to the provision and repair of Standard Telephone Services and appointments related to these activities.

### 1. What types of services are covered by the CSG standard?

The CSG Standard applies to all telephone companies offering fixed line services and covers the Standard Telephone Service (STS), provided by Telstra (known as PSTN) and five specified Enhanced Call Handling Features.

These features are:

- Call Waiting – enabling a customer to receive a second call on a telephone service while engaged on a call;
- Call Forwarding – causing a call directed to a number to be redirected to a stored number;
- Call Barring/Control – enabling a customer to control access to some, or all, network numbers before a call is established (this does not include network barring arrangements);
- Calling Number Display – enabling a customer to identify the number of a calling party; and
- Calling Number Display Blocking – enabling a customer to prevent the display of his or her number to a called party.

The CSG Standard applies to Residential and Small Business Customers with no more than five Standard Telephone Services. A customer does not include a carrier or a carriage service provider.

The CSG Standard covers:

- connections and fault repairs of Standard Telephone Services and the five specified Enhanced Call Handling Features; and
- Appointments related to these activities.

For connections, Standard Telephone Services are eligible regardless of what type of associated service is connected at the end of the service (e.g. internet or fax).

However, for repairs, only voice telephony faults are covered. This means that non-voice faults such as internet access or fax faults are not covered by the CSG Standard.

### 2. What types of services are not covered by the CSG Standard?

The CSG Standard does not apply to data products, customer premises equipment, customer cabling, payphones, sophisticated business-oriented services, corporate virtual private networks, satellite services and mobile services. It also does not apply to activities past the network boundary point (NBP), including but not limited to, beyond the first telephone socket, the network termination device (NTD) or the main distribution frame (MDF) where applicable.

### 3. When does the CSG Standard not apply?

The CSG Standard does not apply in certain circumstances, including the following:

- When we, or our supplier, are required to undertake maintenance or upgrading of a facility or network that is used to supply any given service and we have given reasonable notice;
- Where delays are due to circumstances outside our or our supplier's control such as: damages to our or our supplier's facilities by a third party; natural disasters or extreme weather conditions (e.g. bushfire, flood, cyclones etc.), or

- Where delays are caused by us or our supplier needing to move staff or equipment to an area affected by circumstances beyond the control of us or our supplier, or
- Where we, or our supplier, are unable to obtain lawful access to land or a facility and where we, or our supplier, is required to comply with any law of the Commonwealth, State, Territory or Local Government;
- Where a missed appointment occurs over a period of connection or repair delay for which a CSG liability already applies;
- Where you are connected by another carriage service provider to a Standard Telephone Service and request we supply that service, the CSG Standard does not apply in respect of the connection timeframe;
- Where you have agreed to waive your right to CSG eligibility under the CSG Standard;
- Where Enhanced Call Handling Features are not available due to existing network limitations;
- Where you are able to activate the Enhanced Call Handling Features from your telephone handset or customer equipment;
- Where you request connection of your telephone service and we have reasonable grounds for believing that you would be unable or unwilling to pay the charges for connection or use of the service, or
- If you were disconnected for non-payment of a charge and we have not reached agreement for the payment of that charge;
- If you withhold agreement to an appointment offered by us or our supplier;
- If you fail to keep an appointment with us or our supplier

#### 4. The guaranteed connection time frames as set out in the CSG Standard.

We aim to connect your Standard Telephone Service and specified Enhanced Call Handling Features within time frames consistent with the CSG Standard. These time frames are based on the service location and the availability of telecommunications infrastructure and spare capacity we, or our supplier, can use to connect your service (see table below). Infrastructure refers to systems and facilities used in the provision of telecommunications services. It includes: radio distribution systems, network cables and lead-in cables to the customer premises.

Wherein we envisage a delay in supplying you with a Standard Telephone Service, we will notify you in writing of the reason for the delay and the expected time frame for completion of any infrastructure upgrade. We will also offer an alternative service arrangement such as a call diversion to a mobile or fixed telephone service.

You may be entitled to a CSG payment for every working day of delay beyond an agreed connection date. Please refer to “How much do we pay?” for more details.

We will apply the “guaranteed maximum connection periods “as set out below;

Service location	In-place connection	New connection with infrastructure and spare capacity	New connection without infrastructure or spare capacity
Urban	Within 2 working days after request	Within 5 working days after request	Within 20 working days (equivalent to 1 month) after request
Major Rural	Within 2 working days after request	Within 10 working days after request	Within 20 working days (equivalent to 1 month) after request
Minor Rural	Within 2 working days after request	Within 15 working days after request	Within 20 working days (equivalent to 1 month) after request
Remote	Within 2 working days after request	Within 15 working days after request	Within 20 working days (equivalent to 1 month) after request

Please Note: An in-place connection is a connection of a Standard Telephone Service at a site where a previous working service has been cancelled by the previous account holder and is available for automatic reconnection or reactivation without the need for the service provider to do any other connection work at the customer premises, the local telephone exchange, or any places in between.

## 5. Customer Service Locations (definitions)

The various demographic categories as outlined under the CSG Standard are:

Service location category	Demographic size
Urban	Township/community grouping of 10,000 people or more
Major Rural	Township/community grouping of more than 2,500 people but less than 10,000 people
Minor Rural	Township/community grouping of 201 people or more but not more than 2,500 people within a standard zone
Remote	Township/community grouping of less than 200 people or township/community grouping located outside a standard zone

## 6. The guaranteed maximum fault repair periods specified by the CSG Standard.

We aim to repair faults or service difficulties on your Standard Telephone Service and specified Enhanced Call Handling Features within time frames consistent with the CSG Standard. Please note that the CSG Standard does not cover non-voice faults or service difficulties such as modem and fax dropouts.

We will repair faults and service difficulties within specified time periods based on the service location (see table). Where we envisage a delay in repairing your Standard Telephone Service, we will notify you in writing of the reason for the delay and the expected time frame for completion of any infrastructure upgrade. We will also offer an alternative service arrangement such as a call diversion to a mobile or fixed telephone service.

You may be entitled to a CSG payment for every working day of delay beyond an agreed repair date. Please refer to “How much do we pay?” For more details.

We will apply the “guaranteed maximum fault repair periods” as set out below.

Service location	Time for repair
Urban	End of one full working day after report
Major Rural	End of two full working days after report
Minor Rural	End of two full working days after report
Remote	End of three full working days after report

Please Note: The time for repair relating to “end of one full working day after report” applies to all service locations where the fault occurs due to an administrative error by the telephone company, or if the fault can be rectified without the telephone company attending customer premises or undertaking internal or external plant work.

## 7. Appointments

We aim to keep agreed appointments in relation to connection and repair of your Standard Telephone Service and specified Enhanced Call Handling Features.

If we or our Carriers fail to keep an agreed appointment, you may be entitled to receive a CSG payment for a missed appointment. A new appointment may have to be arranged.

If an appointment time or location is changed either by you or by us or our supplier with reasonable notice of at least 24 hours, or by agreement, you are not entitled to receive a CSG payment.

For appointments, the CSG Standard allows the following grace periods as shown:

Service location	Appointment period	Grace period
All Locations	Less than or equal to 4 hours	15 minutes
Urban and Major Rural	Greater than 4 hours and less than or equal to 5 hours	None

Minor Rural and Remote	Greater than 4 hours and less than or equal to 5 hours	45 minutes
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Please Note: The grace period is extended to 45 minutes, where there is a need to travel a long distance, such as in the case of Minor Rural and Remote locations.

## 8. Notifying Us

When requesting a connection or reporting a fault, customers are required to contact us by 5pm on a working day for the specified connection and fault time frames to apply from that day. Customer requests received after this time will be taken to have been received the following working day. A working day is a day that is not a Saturday, a Sunday or a public holiday in the customer service area.

## 9. How much do we pay?

There is no need for you to contact us to lodge a claim for CSG. If we fail to meet our obligations under the CSG Standard we will credit your account, no later than 16 weeks after your Standard Telephone Service is connected or the fault is repaired. You may request a refund from any credit balance that may appear on an invoice following our payment of the CSG.

For connection, repair and appointment liability incurred on or after 31 October 2006, we are liable to make a CSG payment to you in accordance with the CSG Standard in the following circumstances:

- If we fail to connect or repair your service within the specified time period or on an agreed date, you may be entitled to receive a CSG payment of \$14.52 (for residential/charity customers) or \$24.20 (for business customers), for each working day that we miss, for the first five working days of delay. After the initial five working days of delay, you may be entitled to receive a CSG payment of \$48.40 (for all customer types) per additional working day of delay.
- If only one Enhanced Call Handling Feature is not connected or repaired within the specified time period or on an agreed date, you may be entitled to receive a CSG payment of \$7.26 (for residential/charity customers) or \$12.10 (for business customers) for each working day of delay. After the initial five working days of delay, you may be entitled to receive a CSG payment of \$24.20 (for all customer types) for each additional working day of delay.
- If two or more Enhanced Call Handling Features are not connected or repaired within the specified time period or on an agreed date, you may receive a CSG payment of \$14.52 (for residential/charity customers) or \$24.20 (for business customers), for each working day of delay. After the initial five working days of delay, you may be entitled to receive a CSG payment of \$48.40 (for all customer types) for each additional working day of delay.
- If an appointment is missed on a day that is not a day in relation to which you are entitled to receive a CSG payment in accordance with any of the above circumstances, you may be entitled to receive a CSG payment of \$14.52 (for residential/charity customers) or \$24.20 (for business customers), for each missed appointment.
- The maximum CSG amount payable under the CSG Standard is \$25,000.
- The Goods and Services Tax (GST) introduced on 1 July 2000 does not apply to CSG payments.



# Financial Hardship Policy

## 1. Financial hardship

Financial hardship involves a situation where an individual person (not businesses) is unable, for reasons such as illness, unemployment or another reasonable cause, to meet their financial obligations to us, however they reasonably expect to be able to do so with an adjustment to their payment and / or service arrangements. If you wish to claim financial hardship and adjust your payment / service arrangements, please contact us. There are no charges associated with this service. Each situation will be assessed on a case by case basis.

## 2. Our financial hardship policy

The purpose of this policy is to ensure that if we have customers who are experiencing financial hardship, we can work with them to pay their account over time whilst maintaining ongoing access for them to some telecommunications services.

## 3. Definition

Financial hardship involves a situation where an individual person (not businesses) is unable, reasonably, to meet their financial obligations to us under their contract. However, they expect to be able to do so if their payment and / or service arrangements are changed. Financial hardship can take place over a limited timeframe or be long-term.

It can result from a number of factors including:

- loss of employment, either for that person or a family member
- family breakdown
- illness, including physical incapacity, hospitalisation, or mental illness, either for that person or a family member
- a death in the family
- Unexpected or increased family commitments, due to circumstances such as the above.

You can claim financial hardship if you think you can reasonably expect to be able to meet your financial and contractual obligations to us by changing your payment / service arrangements. If you are experiencing payment difficulties from time to time, that is not a situation that qualifies as financial hardship and therefore for assistance under this policy. See our exclusions below.

Our policy aims to be flexible enough to accommodate the circumstances of each individual customer. If you wish to claim financial hardship and adjust your payment / service arrangements, please contact us.

## 4. Information that is available

We can provide you with a summary of this policy either in writing or over the telephone if:

- you ask for it
- you indicate to us that you are in financial hardship, and/or
- we consider that you may be eligible
- All our reminder notices include information about this policy.

## 5. Training

The staff responsible for discussing financial hardship payment arrangements with you are fully trained in this policy.

## 6. Assessment and evidence of financial hardship

On request, we'll assess your eligibility for assistance under our financial hardship policy. As part of this, we'll take into account your individual circumstances. As part of that assessment, we may request supporting documentation from you.

We'll only ask for this if:

- it appears that the financial arrangements will need to be long term

- we consider the amount that needs to be re-paid is large or significant
- you have not been our customer for very long
- we are concerned that there is fraud involved

We consider the following to be evidence of financial hardship:

- evidence of an unforeseen change in your circumstances
- in some cases, evidence that you have met with and/or are accompanied by a recognised financial counsellor
- Documented evidence, such as a statutory declaration from a person familiar with your circumstances (family doctor, priest, bank officer etc). This information must meet the criteria of the Privacy Act 1988 in terms of how it has been collected and is used and retained

## 7. Assistance from financial counsellors

In some cases, where we believe you are experiencing genuine and long-term financial hardship, we may ask you to seek assistance from a financial counsellor to discuss your financial situation. We believe some customers may benefit from the experience of a financial counsellor. The reasons why we may request that you seek their advice and assistance can include:

- it is apparent that your financial situation is genuine, serious and permanent and you need expert financial advice and counselling
- it appears that you are paying us at the expense of other bills, and that you may need financial advice and counselling to ensure your bills are paid in the correct order of priority in order for you to maintain a reasonable standard of living. For example, it may be appropriate for you to work with the financial counsellor to decide the priority of the bills that need to be paid, and
- we cannot agree a reasonable payment arrangement (ie the suggested payments and the length of time to meet your financial obligations) without a financial counsellor's assistance and advice.
  - Note: We won't ask you to seek the advice of a financial counsellor in all the circumstances where a payment arrangement is being discussed, only where the conditions detailed above are involved.

## 8. Establishment of financial hardship

Once it has been established that you meet our financial hardship criteria, we'll agree a suitable arrangement between you, your financial counsellor (if you have one) and our Credit team. You will be asked to keep to this payment arrangement.

### Conditions

- you are an individual residential customer
- the financial hardship process will be reasonable to both you and us
- we want to maintain our relationship with you
- we'll take into account your individual circumstances
- we'll look to identify appropriate products or services for you that will enable you to retain a level of access and still manage your future communications spending.

The basic principle of any agreed financial arrangement is that the repayment should be sufficient to cover your expected future use of the service, as well as continuing to reduce your debt.

### Your obligations

- you acknowledge the debt and your obligation to repay the debt
- you'll provide us with enough information for both parties to decide what constitutes a reasonable payment arrangement
- you accept responsibility for reducing your phone usage to a level that you are able to pay and you are prepared to take up relevant call barring options to achieve this
- you accept the restricted level of access that we negotiate with you
- you'll make repayments to us as agreed under the financial hardship arrangement.
- if you experience any further financial difficulty, you'll tell us immediately and we'll review your situation.

## **Our responsibilities**

- we'll ensure that none of your outstanding debt is in dispute
- we'll confirm that you are the person who is legally liable to pay the debt
- we'll not take credit management action whilst financial hardship arrangements are being discussed
- if limiting access to services forms part of our agreement with you, we'll ensure access is limited as agreed and that the limitations are explained
- the arrangements will be ones that you can meet
- we'll look at waiving our disconnection and late payment fees
- we'll monitor your compliance with the financial hardship arrangement
- we'll not change the terms of the arrangement if you are meeting those terms
- we'll clearly explain the terms of the payment arrangement to you
- we'll ask you to contact us if your situation changes during the term of the arrangement.
- we'll be willing and able to review the terms of the financial hardship arrangement if you tell us that your circumstances have changed
- we'll make sure you are fully informed of your rights and obligations under the arrangement

We won't undertake credit management action including listing of your debt with an external credit reporting agency whilst a financial hardship arrangement is being actively discussed with us or during the course of the financial hardship arrangement unless:

- you breach the terms of the arrangement
- credit management action appears to be reasonable in the circumstances or
- you agree
- if you don't stick to the terms of the arrangement and don't notify us to re-negotiate, we'll take reasonable steps to contact you or your financial counsellor (if applicable) before taking further credit management action
- if we can't make contact, we'll resume normal credit management action, including restriction or suspension of the service or termination of the contract. This action will be in accordance with our credit management policies and the credit management code
- only our recoveries department or a credit manager can action financial hardship matters.
- Payment arrangements for the settlement of all due balances must be made within a timeframe of 12 months
- if your payment request, after negotiation, remains at greater than 12 months, then you may be referred to an external credit reporting agency and your "statement of means" forwarded to the relevant agent
- Documentation supporting your position must be on the official letterhead of the organisation assisting you with your claim.

## **Exclusions**

- Financial hardship does not apply to:
  - Customers who wish to negotiate time to pay their bill within a short period of time, usually 3 months
  - People who are bankrupt.

## Internet Acceptable Use Policy

Please read this document carefully before accessing our network and systems. By using any of our Internet Services, you agree to comply with the terms of our acceptable use policy.

### 1. Purpose

This Internet Acceptable Use Policy ("Policy") sets out the rules which apply to use of our Internet Services ("Internet Services"), including your responsibilities, and permitted and prohibited uses of those services.

Compliance with this Policy ensures you may continue to enjoy and allow others to enjoy optimum use of our Internet Services.

### 2. Application

This Policy applies to all customers who acquire Internet Services from us. Your obligation to comply with this Policy includes your obligation to ensure any person who you allow to use your Internet Service also complies with this Policy.

Your failure to comply with this Policy (including by any person who you allow to use your Internet Service) may lead to the suspension or termination of your Internet Service.

### 3. Responsible Usage

You are responsible for your actions on our telecommunications network ("Network") and systems you access through your Internet Service. If you act recklessly or irresponsibly in using your Internet Service or your actions endanger any person or the integrity or security of our Network, systems or equipment, your access may be restricted, suspended or terminated, without prior notice.

In particular, you agree that you will not use, attempt to use or allow your Internet Service to be used to:

- store, send or distribute any content or material which is restricted, prohibited or otherwise unlawful under any applicable Commonwealth, State or Territory law, or which is likely to be offensive or obscene to a reasonable person;
- store, send or distribute confidential information, copyright material or other content which is subject to third party intellectual property rights, unless you have a lawful right to do so;
- do anything, including store, send or distribute material which defames, harasses, threatens, abuses, menaces, offends, violates the privacy of, or incites violence or hatred against, any person or class of persons, or which could give rise to civil or criminal proceedings;
- do any other act or thing which is illegal, fraudulent or otherwise prohibited under any applicable Commonwealth, State or Territory law or which is in breach of any code, standard or content requirement of any other competent authority;
- do anything, including store, send or distribute material, which interferes with other users or restricts or hinders any person from accessing, using or enjoying the Internet, our Services, Network or systems;
- forge header information, email source address or other user information;
- access, monitor or use any data, systems or networks, including another person's private information, without authority or attempt to probe, scan or test the vulnerability of any data, system or network;
- compromise the security or integrity of any network or system including our Network;
- access, download, store, send or distribute any viruses or other harmful programs or material;
- send or distribute unsolicited advertising, bulk electronic messages or otherwise breach your spam obligations set out in clause 4, or overload any network or system including our Network and systems;
- use another person's name, username or password or otherwise attempt to gain access to the account of any other Customer;
- tamper with, hinder the operation of or make unauthorised modifications to any network or system;
- Host or assist in the hosting of a Tor relay and/or exit node; or
- Authorise, aid, abet, encourage or incite any other person to do or attempt to do any of the above acts.

## 4. Spam

In this Policy, "Spam" includes one or more unsolicited commercial electronic messages to which the Spam Act 2003 applies, and derivations of the word "Spam" have corresponding meanings.

## 5. Codes of Practice

The Internet Industry Codes of Practice registered with the Australian Communications and Media Authority ("ACMA") set out how internet service providers, such as us, and email service providers must address the sources of Spam within their own networks. They also requires internet service providers and email service providers to give end-users information about how to deal with Spam, and informed choice about their filtering options.

## 6. Suspension or Termination

This Policy prohibits you from using your Internet Service to send Spam. If you breach this prohibition, we may suspend or terminate your Internet Service. The circumstances in which we may do so are set out in section 11 below

## 7. Reducing Spam

You can reduce the amount of Spam you receive if you:

- do not open emails from dubious sources;
- do not reply to Spam or click on links, including 'unsubscribe' facilities, in Spam;
- do not accept Spam-advertised offers;
- block incoming mail from known Spammers;
- Do not post your email address on publicly available sites or directories. If you must do so, look for options, such as tick boxes, that allow you to opt out of receiving further offers or information.;
- do not disclose your personal information to any online organisation unless they agree (in their terms and conditions or privacy policy) not to pass your information on to other parties;
- use separate email addresses for different purposes, such as a personal email address for friends and family and a business email address for work;
- Install a Spam filter on your computer to filter or block Spam. We strongly recommend that you install a Spam filter on your computer, even if you receive a Spam filtering service from us. Information on the availability of anti-Spam software for end-users is available at the Internet Industry Association (IIA) website.
- report any Spam you receive to us or to the ACMA (see "Complaints" below); and
- visit [the ACMA website] or ['Fight SPAM on the Internet' website] for more information on ways to reduce the volume of Spam you receive, including how to:
  - reduce Spam if you operate a website; and
  - Avoid becoming an accidental Spammer.

## 8. Your Spam Obligations

You agree that you will use your Internet Service in compliance with the Spam Act 2003 and will not engage in practices which would result in a breach of the Act. In particular, you agree that you will not use, attempt to use or allow your Internet Service to be used to:

- send, allow to be sent, or assist in the sending of Spam;
- use or distribute any software designed to harvest email addresses;
- host any device or service that allows email to be sent between third parties not under your authority or control; or
- Otherwise breach the Spam Act 2003 or the Spam Regulations 2004 of the Commonwealth, (your "Spam Obligations").
- You agree to use your reasonable best endeavours to secure any device or network within your control against being used in breach of your Spam Obligations by third parties, including where appropriate:
  - the installation and maintenance of antivirus software;
  - the installation and maintenance of firewall software; and
  - The application of operating system and application software patches and updates.

We may scan any IP address ranges allocated to you for your use with your Internet Service in order to detect the presence of open or otherwise misconfigured mail and proxy servers. If we detect open or misconfigured mail or proxy servers we may suspend or terminate your Internet Service.

## 9. Excessive Use

You must use your Internet Service in accordance with any download or capacity limits stated in the specific plan that you subscribe to for the use of that Service. We may limit, suspend or terminate your Internet Service if you unreasonably exceed such limits or excessively use the capacity or resources of our Network in a manner which may hinder or prevent us from providing services to other customers or which may pose a threat to the integrity of our Network or systems.

## 10. Security

You are responsible for maintaining the security of your Internet Service, including protection of account details, passwords and protection against unauthorized usage of your Service by a third party. We recommend that you take appropriate security measures such as installation of a firewall and use up to date anti-virus software. You are responsible for all charges incurred by other persons who you allow to use your Internet Service, including anyone to whom you have disclosed your password and account details.

## 11. Copyright

It is your responsibility to ensure that you do not infringe the intellectual property rights of any person in relation to any material that you access or download from the Internet and copy, store, send or distribute using your Internet Service.

You must not use your Internet Service to copy, adapt, reproduce, distribute or otherwise make available to other persons any content or material (including but not limited to music files in any format) which is subject to copyright or do any other acts in relation to such copyright material which would infringe the exclusive rights of the copyright owner under the Copyright Act 1968 (CT) or any other applicable laws.

You acknowledge and agree that we have the right to immediately cease hosting and to remove from our Network or systems any content upon receiving a complaint or allegation that the material infringes copyright or any other intellectual property rights of any person.

## 12. Content

You are responsible for determining the content and information you choose to access on the Internet when using your Internet Service.

It is your responsibility to take all steps you consider necessary (including the use of filtering programs) to prevent access to offensive or obscene content on the Internet by children or minors who you allow to use your Internet Service. You may obtain further information on content filtering products at the Internet Industry Association (IIA) website.

You must not use or attempt to use your Internet Service to make inappropriate contact with children or minors who are not otherwise known to you.

You are responsible for any content you store, send or distribute on or via our Network and systems including, but not limited to, content you place or post on web pages, email, chat or discussion forums, bulletin boards, instant messaging, SMS and Usenet news. You must not use such services to send or distribute any content which is prohibited, deemed obscene or offensive or otherwise unlawful under any applicable Commonwealth, State or Territory law, including to send or distribute classes of restricted content to children or minors if that is prohibited or an offence under such laws.

Your failure to comply with these requirements may lead to immediate suspension or termination of your Internet Service without notice. If we have reason to believe you have used your Internet Service to access child pornography or child abuse material, we are required by law to refer the matter to the Australian Federal Police.

### 13. Regulatory Authorities

You must label or clearly identify any content you generally make available using your Internet Service in accordance with the applicable classification guidelines and National Classification Code (issued pursuant to the Classification (Publications, Films and Computer Games) Act 1995 (CT)) or any industry code which applies to your use or distribution of that content.

Commonwealth legislation allows the ACMA to direct us to remove from our Network and servers any content which is classified, or likely to be classified, as 'prohibited' content. We also co-operate fully with law enforcement and security agencies, including in relation to court orders for the interception or monitoring of our Network and systems. We may take these steps at any time without notice to you.

You must not hinder or prevent us from taking all steps necessary to comply with any direction from ACMA or any other law enforcement or security agency. You acknowledge we reserve the right to limit, suspend or terminate your Internet Service if there are reasonable grounds for suspecting that you are engaging in illegal conduct or where use of your Internet Service is subject to any investigation by law enforcement or regulatory authorities.

### 14. Complaints about content

If you have a complaint about content accessible using your Internet Service you may contact the ACMA by filling out an online complaint form at [acma.gov.au](http://acma.gov.au), emailing [online@acma.gov.au](mailto:online@acma.gov.au) or faxing your complaint to the ACMA Content Assessment Hotline Manager on (02) 9334 7799. Please note that all complaints to ACMA must be in writing. You may also report a complaint about content via email.

### 15. Complaints about Spam

All internet and email service providers are required by the Internet Industry Code of Practice to maintain an "abuse@" email address (or other email address as notified by the service provider) to allow end users to report Spam. If you think you have been sent Spam by one of our subscribers, please contact us. If you think you have been sent Spam by a subscriber of another internet or email service provider, you may report it by emailing that service provider at their "abuse@" email address or other email address as notified by the service provider for that purpose.

You can report or make a complaint about Spam you have received by contacting the ACMA by filling out an online complaint form at [acma.gov.au](http://acma.gov.au) or via the ACMA Spam Reporting System Spam Matters.

You may also make complaints to other bodies about Spam where the content is in some other way offensive or contrary to law. For example, you may complain to the ACMA about Spam that contains content you believe is offensive or relates to online gambling.

You can report a Spam message that contains fraudulent or misleading and deceptive content (for example, email scams) to the Australian Competition and Consumer Commission (ACCC) via the ACCC website by phoning 1300 302 502 (business hours, Monday to Friday).

The Australian Securities and Investment Commission (ASIC) also deals with certain complaints about the contents of Spam messages, particularly with regard to fraudulent conduct by Australian businesses. The ASIC website outlines the types of complaints they deal with, and has an online complaint form: [www.asic.gov.au](http://www.asic.gov.au) (click on 'Complaining About Companies or People').

If you are concerned that your personal information has been misused to send you Spam, the Federal Privacy Commissioner recommends that you complain to the organisation first, especially if you know how to contact it and have had dealings with it in the past about other goods or services. If the matter is not resolved adequately, you can visit the Federal Privacy Commissioner's website for details on how to make a complaint.

### 16. Suspension or Termination

We reserve the right to suspend your Internet Service if you are in breach of this Policy, provided that we will first take reasonable steps to contact you and give you the opportunity to rectify the breach within a reasonable period. What is reasonable in this context will depend on the severity of the problems being caused by the breach (for

example, if you commit a serious or continuing breach, it may be reasonable to immediately suspend your Internet Service without notice to you).

If we notify you of a breach of your Spam Obligations, we will, at your request and to the extent we are reasonably able, supply you with information as to the nature of open relays and suggested resolutions to assist you to comply with your Spam Obligations.

Our right to suspend your Internet Service applies regardless of whether the breach is committed intentionally, through misconfiguration, or by other means not authorised by you including but not limited to through a Trojan horse or virus.

If your Internet Service is suspended and the grounds upon which it was suspended are not corrected by you within seven days, we may terminate your Internet Service. In the event your Internet Service is terminated, you may apply for a pro rata refund of any pre-paid charges for your Internet Service, but we will have the right to levy a reasonable fee for any costs incurred as a result of the conduct that resulted in the suspension.

## 17. Changes

We may vary this Policy by updating this condition on our website or otherwise in accordance with the notice provisions of your service agreement with us. Your continued use of your Internet Service after such notice will constitute acceptance of the variation.



## Fair Use Policy

This Fair Use policy applies to all services provided by us.

It is important to us that all eligible customers are able to access our Services. Accordingly, we have devised a Fair Use Policy which applies to:

- Usage of Our Services and Plans; and
- Any promotions or Services which are advertised by us as subject to the Fair Use Policy (“Fair Use Promotions”).

We reserve the right to vary the terms of the Fair Use Policy from time to time.

We may rely on the Fair Use Policy where:

- Your usage of Our Services is unreasonable; or
- Your participation in a Fair Use Promotion is excessive or unreasonable, as defined below.

### 1. Unreasonable Use

It is unreasonable use of Our Services where your use of Our Services is reasonably considered by us to be excessive, fraudulent or to adversely affect Our Network or other customers’ use of, or access to, one of our Services or Our Network.

It is unreasonable use of a Fair Use Promotion where your participation in a Fair Use Promotion is reasonably considered by us to be excessive, fraudulent or to adversely affect Our Network or other customers’ use of, or access to, one of our Services or Our Network.

Among other things, "fraudulent use" includes resupplying one of our Services without Our consent so that someone else may access, or use, Our Data Services or take advantage of a Fair Use Promotion.

### 2. Our Rights

Where you are in breach of this Fair Use Policy, we may contact you to discuss changing your usage so that it conforms to this Fair Use Policy.

If, after we have contacted you, your excessive or unreasonable use continues, we may, without further notice to you:

- Suspend or limit the Service (or any feature of it) for any period we think is reasonably necessary; and/or
- Terminate your agreement with us.

## Porting

Porting is defined as the transfer of a service from one carrier network to another carrier network.

### 1. Local Number Portability (LNP)

- The Porting of your Phone Number will be conducted in accordance with the “Australian Communications Industry Forum, Industry Code – Local Number Portability ACIF C540 September 1999” (“LNP Code”) and any bilateral arrangements. Subject to the terms and conditions of the Standard Agreement you may Port your Phone Number from your previous Supplier to us if that Phone Number is declared Portable under the ACA Numbering Plan 1997 and no exemption has been granted by the ACA.
- If you wish to Port your Phone Number from Us to another supplier, then you must contact that other Supplier. Porting from us to another Supplier will be conducted in accordance with the LNP Code and any other bilateral agreements.
- In order for us to Port your Phone Number you must complete and sign the relevant Application Forms, which also includes authority for an Emergency Return. In order for the Port to proceed this form must be completed in accordance with the LNP Code and any other bilateral arrangements.
- In accordance with the LNP Code, a request for Porting shall be rejected if:

The request is for the Porting of out of Area Numbers;

- The request is for the Porting of out of Area Numbers;
  - The request is for the Porting of a Non-Portable telephone number;
  - The LNP Code requires the request to be rejected; or
  - We cannot otherwise provide portability for that Phone Number in that circumstance
- We are able to provide you with the facility to implement the Porting of your telephone number(s) outside of your normal business hours of operation, if required. Additional costs apply and are priced on application.
- We cannot Port your Phone Number and move the address of your phone number on the same day.
- If your Phone Number(s) is inactive at the time of the Porting by Us you must notify us as soon as the phone number(s) becomes active.
- We reserve the right to charge you for the Porting of a Phone Number.
- You acknowledge that by Porting the Telephone Number, any DSL Spectrum Sharing Service associated with that Telephone Number is disconnected and may result in finalisation of the Customer’s DSL/Spectrum Sharing account for the service.
- You acknowledge that although you have the right to Port your Telephone Number(s) to us, there may be costs and obligations associated with the Port which may include early termination fees and porting Fees.
- You acknowledge that there may be charges raised, in accordance with the LNP code and agree that you are responsible for any fees and charges. These include, but are not limited to
- Any outstanding call charges with your current provider
  - An early termination fee under your existing contract with your existing provider
  - A fee to port your number, which may be charged by either your previous provider or your new provider

### 2. Emergency Return

- Prior to Signing our application forms, you must negotiate and agree with your previous supplier regarding the service that could be provided in the event that an Emergency Return is required.
- If you have ported your Phone Number away from us, the terms and conditions set out in this Standard Agreement will apply to Service in the event that an Emergency Return to Us is required.
- In the event of an Emergency Return to your previous Supplier, you may experience an extended period of outage whilst the Service from your Supplier is restored.

- We will endeavour to assist you in the event of an Emergency Return to Us, in which you may experience an extended period of outage whilst the telephone numbers from us are being restored.
- Acting in accordance with the LNP Code and any other bilateral agreements, in the event of an Emergency Return to your previous supplier, We:
  - Will notify your previous Supplier of the Emergency Return equipment; and
  - Is not liable to you or any person claiming through you for any damage, loss, costs or expenses or other liability in contract, tort or otherwise direct or indirect, for or in relation to the Emergency Return (including the negligent act or omission by Us)
- In the event of an Emergency Return to Us; We:
  - Are not responsible for any period of outage;
  - Are not liable to you or any person claiming through you for any damage, loss, costs or expenses or other liability in contract, tort or otherwise direct or indirect, for or in relation to the Emergency Return (including the negligent act or omission by Us)

### 3. Number Porting Responsibilities

- You must support us in booking your PABX maintainer for the port cut-over if requested, at your cost, and agree to a port-cut-over time outlined in an Implementation Schedule.
- We may request you to perform a Customer Site Audit of the services to be ported to us. You may be required to provide a signed, written report of the services to be ported to us. If the information is incorrect then your port may fail or need to be rescheduled and a Port Reschedule Charge will apply.
- Where you require the Local Number Porting cut-over process to take place outside 9am-3pm on Business Days (After Hours Cut Over), an after-hours cut-over charge of \$450 plus GST may apply. There may also be additional charges which are priced on application.
- Once your Local Number Porting time is agreed in the Implementation Schedule, a Port Re-Scheduling Charge will apply where:
  - You or your PABX maintainer request a re-schedule with less than 10 business days' notice
  - You or your PABX maintainer do not arrive at least 60 minutes prior to the porting start time detailed in the agreed Implementation Schedule, or
  - Incorrect information provided by you or your PABX maintainer in the customer site audit causes the port to be rescheduled.
- The following Port Rescheduling Charge is payable:
  - Rescheduling a port of up to 10 lines: \$450 plus GST
  - Rescheduling a port of up to 10-20 lines: \$900 plus GST
  - Rescheduling a port of over 20 lines: \$2000 plus GST

### 4. Authorisation

- You certify that you have the authority as lessee of the telephone numbers listed on this form, or as the authorised agent for the lessee, to request porting of these telephone numbers to Us and that you or the lessee (as the case may be), do not have a contractual obligation with another carrier or service provider, relating to these telephone numbers.
- You request that we port the telephone numbers listed and understand that porting will result in disconnection of these telephone numbers from your current carrier and finalisation of the current account(s) for these telephone numbers. You indemnify us against any loss or damage it may suffer as a request of any information included in this form or the above certification being incorrect.
- You authorise us to obtain from my current carrier services details to facilitate this port for services you advise.

- Emergency Return means the establishment of an interim service by return to your original service, or if that is not possible, establishment of an alternative service. The interim service will operate during the Emergency Return Request period. You will agree to and will seek agreement from your previous supplier to the terms and conditions of the supply of this service prior to the porting. This includes agreeing to the timeframe in which it will be restored in the event that an Emergency Return is required.
- You agree that if an Emergency Return is required, we will request an Emergency Return from your previous carrier during the Emergency Return Request Period without further consultation with you. You acknowledge that you have read and agree to the terms and conditions listed on this form.
- You Understand that any Phone System Maintainer installation/cutover costs associated with this transfer/Port to us will be payable by you, and that we are not liable for this cost.

# Product Terms & Conditions

## 1. Rebill PSTN/ISDN

Rebill services refer to Telstra Wholesale re-sold services, provided via the eBill platform that can be “rebilled” or “churned” from one Telstra provider to another. This product suite includes

- PSTN (Basic Telephone Service)
- ISDN2
- ISDN 10/20/30
- Ancillary and add-on Services

### Product Details & Specifications

- PSTNs are available with either Residential or Business features. An ABN is required to obtain a Business PSTN (If Sole Trader or Trust, Title, Name and DOB is also required).
- ISDN2's are available with either a Primary and Auxiliary number, a GDN shared across 2 or more ISDN2s, or a 100 number indial range.
- ISDN 10/20/30 are available with either 10, 20 or 30 Channels (concurrent calls). ISDN10/20/30s provided by us include a 100 Number indial Range.
- You may request activation of a new number for connection or a transfer / churn of an existing Telstra service from another provider.

### Service Activation

- You understand that it is your responsibility to check the terms of your contract with your current provider, to determine if there will be any consequences under that contract as a result of connecting a service with us (such as an Early Termination Fee).
- We will supply for Service from the date the transfer or activation takes effect (we will notify you when this happens)
- You authorise us to act on your behalf to facilitate the transfer of your Service from another provider.
- The Date the service is transferred or activated with us is the date the contract period of the service begins.
- Churns/Transfer of existing services generally takes 2 business days.

### Service Cancellation

If you choose to cancel your service, you will need to let us know in writing.

- The Early Termination Fee (ETF) is \$15 plus GST per service times the number of remaining months in the contract period.

### Order Withdrawal

If you withdraw an order with us, we will place a Reverse Churn / Transfer back to your previous provider. You will be required to pay any charges and Service & Equipment incurred for the period your services were active with us. No withdrawal fee will apply.

### Faults

Telstra repair faults on the service (up to the boundary of their network) between 8am and 7pm on working days. Faults can be logged via our Faults desk 24/7/365.

Telstra will generally aim to repair a Basic Telephone Service within the following timeframes after the fault has been logged:-

- where the fault can be repaired on a Basic Telephone Service without external or internal plant work or the need to attend a premises – within one working day;
- where the fault is that a Basic Telephone Service has been incorrectly disconnected because of an administrative error – within one working day;
- where the Basic Telephone Service is in an urban area – within one working day;
- where the Basic Telephone Service is in a major or minor rural area – within two working days; or
- where the Basic Telephone Service is in a remote area – within three working days.

Services with faults can be diverted to a number of choice during the fault Condition. Call Costs may be applicable for any calls diverted. Faults that go beyond standard restoration times may be eligible for Customer Service Guarantee Rebates – See Customer Service Guarantee (in this Document).

#### *Standard Rebill PSTN, ISDN 2, ISDN 10/20/30 Charges*

#### **Charges for Connecting a PSTN Service**

<b>Service Type</b>	<b>Service Description</b>	<b>First Connection</b>	<b>Additional Connection</b>
Existing telephone line without a technician visit	Your new home or business has a telephone line connection from a previous occupier – where a technician visit is not required.	\$53.64 plus GST	\$53.64 plus GST
Existing telephone line with a technician visit	Your new home or business has a telephone line connection from a previous occupier - where a technician visit is required.	\$113.64 plus GST	\$68.64 plus GST
New Telephone Line Connection	Your new home or business has a telephone line connection from a service provider other than Telstra or one does not exist	\$271.82 plus GST	\$162.73 plus GST

#### **Once off Charges for PSTN (if applicable)**

<b>Service</b>	<b>Charge</b>
Reconnection fee following final disconnection for non-payment (for all customers)	\$53.64 plus GST
Fax Fix Fault (if you request it)	\$53.64 plus GST
Change of Telephone Number	\$34.00 plus GST
Supply of Rental Equipment (Telephone Handset)	\$18.18 plus GST
Connection of customer loop metering	\$42.00 plus GST
Connection of Reversal on Answer	\$34.00 plus GST
Messagebank Away Connection Fee	\$44.00 plus GST
Call Diversion (Number Only)	\$71.83 plus GST
Line Hunt Setup Fee (per request)	\$42.00 plus GST

#### **Other Monthly Charges (if applicable) PSTN**

<b>Service</b>	<b>Monthly Charge</b>
Standard Rental Telephone	\$2.72 plus GST
Calling Number Display Telephone	\$5.45 plus GST
Cordless Rental Telephone	\$5.45 plus GST
Customer Loop Metering	\$4.14 plus GST
Reversal on Answer	\$3.37 plus GST
Instant Hotline	\$4.00 plus GST
Number Redirection per number per month	\$27.27 plus GST
Number Redirection per 100 Number Block per month	\$99.95 plus GST
Number Redirection 3 Months Prepaid	\$30.00 plus GST
Number Redirection 6 Months Prepaid	\$60.00 plus GST
Number Redirection 12 Months Prepaid	\$118.18 plus GST
Call Number Display	\$5.45 plus GST

Call Control	\$2.73 plus GST
Delayed Hotline	\$2.73 plus GST
Abbreviated Dialling	\$2.73 plus GST
Smart Ring	\$4.00 plus GST
Multiple Number	\$5.45 plus GST
MessageBank & Messagebank Virtual	\$5.45 plus GST
MessageBank Away	\$15.00 plus GST
Call Diversion (Number Only)	\$22.69 plus GST
Faxstream Duet Multiple Number	\$5.45 plus GST
Line Hunt – Call Circulate / Call Share	\$4.55 plus GST

#### Local Number Portability Charges PSTN (porting away from Telstra)

Service	Charge
Per Number (Simple Port)	\$7.27 plus GST
Faxstream, Centel Plus and Line Hunt Services (first 5 numbers) - each additional number	\$53.64 plus GST \$7.27 plus GST

#### Charges for Connecting an ISDN 2 or 10/20/30 Service

Service Type	First Connection	Additional Connection
Converting a PSTN to ISDN 2 or ISDN 2 Enhanced (one service) or ISDN 2 Direct Indial service  Converting from ISDN 2 to ISDN 2 Enhanced or Direct Indial service	\$190.30 plus GST  \$190.30 plus GST	
Each new connection of any ISDN 2 service (per service)	\$324.50 plus GST	\$275.00 plus GST
Each in-place connection of ISDN 2 or ISDN 2 Enhanced (one service)	\$110.00 plus GST	\$110.00 plus GST
Each new connection and activation of ISDN 10/20/30  Per 10 channel service Per 20 channel service Per 30 channel service	\$2035.00 plus GST \$2750.00 plus GST \$3080.00 plus GST	
Activation of idle cannels on an existing ISDN 10/20/30 service (per 10 channels)	\$825.00 plus GST	
Each in-place connection of ISDN 10/20/30 (per 2Mbits link)	\$550.00 plus GST	

#### Once off Charges for ISDN 2 or 10/20/30

Service	Charge
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Line Hunt alterations on ISDN 2 or ISDN 2 Enhanced services (per change) - adding or removing a number - rearranging numbers - removing numbers and creating a new ISDN service	\$50.00 plus GST
changing customer lessee or ownership details on ISDN 10/20/30 services	\$100.00 plus GST
changing customer lessee or ownership details on ISDN 2 service	\$50.00 plus GST
changing your number on a ISDN 2 service	\$50.00 plus GST
Emergency Redirection (for each activation)	\$200.00 plus GST

#### Local Number Portability Charges ISDN 2, 10/20/30 (porting away from Telstra)

Service	Charge
ISDN 10/20/30, ISDN 2 with Direct Indial (first 100 numbers)	\$763.64 plus GST
- each additional 100 numbers	\$351.82 plus GST
ISDN 2 (first 5 numbers)	\$50.80 plus GST
- each additional number	\$3.88 plus GST

#### Other Monthly Charges (if applicable) ISDN 2, 10/20/30

Service	Monthly Charge
Call Transfer service	\$6.82 plus GST
Calling Number Display ISDN 2	\$8.41 plus GST
Calling Number Display ISDN 10/20/30	\$16.82 plus GST
Call Control ISDN 2	\$3.00 plus GST
Multiple Number ISDN 2 (First 2 Numbers)	Nil
Multiple Number ISDN 2 (each additional Number)	\$4.00 plus GST
Malicious call identification ISDN 2	\$5.00 plus GST
Number Redirection ISDN 2 and 10/20/30 Maximum of 12 months	\$200.00 plus GST
Extension Level Billing ISDN 2 with Direct Indial (per Indial Group)	\$16.82 plus GST
Extension Level Billing ISDN 10/20/30 with Direct Indial (per Indial Group)	\$80.00 plus GST
Line Hunt ISDN 2	\$4.55 plus GST
Direct Indial (per 100 Number Block)	\$56.82 plus GST

#### Rebill PSTN, ISDN – Access Plan Charges

#### Charges for Connecting a PSTN Service

Service Type	Service Description	First Connection	Additional Connection
Existing telephone line without a technician visit	Your new home or business has a telephone line connection from a previous occupier – where a technician visit is not required.	\$67.90 plus GST	\$67.90 plus GST
Existing telephone line with a technician visit	Your new home or business has a telephone line connection from a previous occupier - where a technician visit is required.	\$143.85 plus GST	\$86.89 plus GST
New Telephone Line Connection	Your new home or business has a telephone line connection from a	\$344.08 plus GST	\$205.99 plus GST



service provider other  
than Telstra or one does  
not exist

#### Once off Charges for PSTN (if applicable)

Service	Charge
Reconnection fee following final disconnection for non-payment (for all customers)	\$67.90 plus GST
Fax Fix Fault (if you request it)	\$67.90 plus GST
Change of Telephone Number	\$43.04 plus GST
Supply of Rental Equipment (Telephone Handset)	\$23.01 plus GST
Connection of customer loop metering	\$53.17 plus GST
Connection of Reversal on Answer	\$43.04 plus GST
Messagebank Away Connection Fee	\$55.70 plus GST
Call Diversion (Number Only)	\$90.93 plus GST
Line Hunt Setup Fee (per request)	\$53.17 plus GST

#### Other Monthly Charges (if applicable) PSTN

Service	Monthly Charge
Standard Rental Telephone	\$3.44 plus GST
Calling Number Display Telephone	\$6.90 plus GST
Cordless Rental Telephone	\$6.90 plus GST
Customer Loop Metering	\$5.24 plus GST
Reversal on Answer	\$4.27 plus GST
Instant Hotline	\$5.06 plus GST
Number Redirection per number per month	\$34.52 plus GST
Number Redirection per 100 Number Block per month	\$126.52 plus GST
Number Redirection 3 Months Prepaid	\$37.98 plus GST
Number Redirection 6 Months Prepaid	\$75.95 plus GST
Number Redirection 12 Months Prepaid	\$149.60 plus GST
Call Number Display	\$6.90 plus GST
Call Control	\$3.46 plus GST
Delayed Hotline	\$3.46 plus GST
Abbreviated Dialling	\$3.46 plus GST
Smart Ring	\$5.06 plus GST
Multiple Number	\$6.90 plus GST
MessageBank & Messagebank Virtual	\$6.90 plus GST
MessageBank Away	\$18.99 plus GST
Call Diversion (Number Only)	\$28.72 plus GST
Faxstream Duet Multiple Number	\$6.90 plus GST
Line Hunt – Call Circulate / Call Share	\$5.76 plus GST

#### Local Number Portability Charges PSTN (porting away from Telstra)

Service	Charge
Per Number (Simple Port)	\$9.20 plus GST
Faxstream, Centel Plus and Line Hunt Services (first 5 numbers) - each additional number	\$67.90 plus GST \$9.20 plus GST

### Charges for Connecting an ISDN 2 or 10/20/30 Service

Service Type	First Connection	Additional Connection
Converting a PSTN to ISDN 2 or ISDN 2 Enhanced (one service) or ISDN 2 Direct Indial service	\$240.89 plus GST	
Converting from ISDN 2 to ISDN 2 Enhanced or Direct Indial service	\$240.89 plus GST	
Each new connection of any ISDN 2 service (per service)	\$410.77 plus GST	\$348.11 plus GST
Each in-place connection of ISDN 2 or ISDN 2 Enhanced (one service)	\$139.24 plus GST	\$139.24 plus GST
Each new connection and activation of ISDN 10/20/30		
Per 10 channel service	\$2576.00 plus GST	
Per 20 channel service	\$3481.08 plus GST	
Per 30 channel service	\$3898.80 plus GST	
Activation of idle cannels on an existing ISDN 10/20/30 service (per 10 channels)	\$1044.32 plus GST	
Each in-place connection of ISDN 10/20/30 (per 2Mbits link)	\$696.22 plus GST	

### Once off Charges for ISDN 2 or 10/20/30

Service	Charge
Line Hunt alterations on ISDN 2 or ISDN 2 Enhanced services (per change) - adding or removing a number - rearranging numbers - removing numbers and creating a new ISDN service	\$63.29 plus GST
changing customer lessee or ownership details on ISDN 10/20/30 services	\$126.58 plus GST
changing customer lessee or ownership details on ISDN 2 service	\$63.29 plus GST
changing your number on a ISDN 2 service	\$63.29 plus GST
Emergency Redirection (for each activation)	\$253.17 plus GST

### Local Number Portability Charges ISDN 2, 10/20/30 (porting away from Telstra)

Service	Charge
ISDN 10/20/30, ISDN 2 with Direct Indial (first 100 numbers)	\$966.65 plus GST
- each additional 100 numbers	\$445.35 plus GST
ISDN 2 (first 5 numbers)	\$64.30 plus GST
- each additional number	\$4.91 plus GST

**Other Monthly Charges (if applicable) ISDN 2, 10/20/30**

Service	Monthly Charge
Call Transfer service	\$8.63 plus GST
Calling Number Display ISDN 2	\$10.65 plus GST
Calling Number Display ISDN 10/20/30	\$21.29 plus GST
Call Control ISDN 2	\$3.80 plus GST
Multiple Number ISDN 2 (First 2 Numbers)	Nil
Multiple Number ISDN 2 (each additional Number)	\$5.06 plus GST
Malicious call identification ISDN 2	\$6.33 plus GST
Number Redirection ISDN 2 and 10/20/30 Maximum of 12 months	\$253.17 plus GST
Extension Level Billing ISDN 2 with Direct Indial (per Indial Group)	\$21.29 plus GST
Extension Level Billing ISDN 10/20/30 with Direct Indial (per Indial Group)	\$101.27 plus GST
Line Hunt ISDN 2	\$5.76 plus GST
Direct Indial (per 100 Number Block)	\$71.93 plus GST

*Rebill PSTN, ISDN – Value and Premium Plan Charges***Charges for Connecting a PSTN Service**

Service Type	Service Description	First Connection	Additional Connection
Existing telephone line without a technician visit	Your new home or business has a telephone line connection from a previous occupier – where a technician visit is not required.	\$72.48 plus GST	\$72.48 plus GST
Existing telephone line with a technician visit	Your new home or business has a telephone line connection from a previous occupier - where a technician visit is required.	\$153.56 plus GST	\$92.75 plus GST
New Telephone Line Connection	Your new home or business has a telephone line connection from a service provider other than Telstra or one does not exist	\$367.31 plus GST	\$219.90 plus GST

**Once off Charges for PSTN (if applicable)**

Service	Charge
Reconnection fee following final disconnection for non-payment (for all customers)	\$72.48 plus GST
Fax Fix Fault (if you request it)	\$72.48 plus GST
Change of Telephone Number	\$45.94 plus GST
Supply of Rental Equipment (Telephone Handset)	\$24.57 plus GST
Connection of customer loop metering	\$56.75 plus GST
Connection of Reversal on Answer	\$45.94 plus GST
Messagebank Away Connection Fee	\$59.46 plus GST
Call Diversion (Number Only)	\$97.06 plus GST
Line Hunt Setup Fee (per request)	\$56.75 plus GST

**Other Monthly Charges (if applicable) PSTN**

<b>Service</b>	<b>Monthly Charge</b>
Standard Rental Telephone	\$3.68 plus GST
Calling Number Display Telephone	\$7.36 plus GST
Cordless Rental Telephone	\$7.36 plus GST
Customer Loop Metering	\$5.59 plus GST
Reversal on Answer	\$4.55 plus GST
Instant Hotline	\$5.41 plus GST
Number Redirection per number per month	\$36.85 plus GST
Number Redirection per 100 Number Block per month	\$135.06 plus GST
Number Redirection 3 Months Prepaid	\$40.54 plus GST
Number Redirection 6 Months Prepaid	\$81.08 plus GST
Number Redirection 12 Months Prepaid	\$159.70 plus GST
Call Number Display	\$7.36 plus GST
Call Control	\$3.69 plus GST
Delayed Hotline	\$3.69 plus GST
Abbreviated Dialling	\$3.69 plus GST
Smart Ring	\$5.41 plus GST
Multiple Number	\$7.36 plus GST
MessageBank & Messagebank Virtual	\$7.36 plus GST
MessageBank Away	\$20.27 plus GST
Call Diversion (Number Only)	\$30.66 plus GST
Faxstream Duet Multiple Number	\$7.36 plus GST
Line Hunt – Call Circulate / Call Share	\$6.15 plus GST

#### **Local Number Portability Charges PSTN (porting away from Telstra)**

<b>Service</b>	<b>Charge</b>
Per Number (Simple Port)	\$9.82 plus GST
Faxstream, Centel Plus and Line Hunt Services (first 5 numbers) - each additional number	\$72.48 plus GST \$9.82 plus GST

#### **Charges for Connecting an ISDN 2 or 10/20/30 Service**

<b>Service Type</b>	<b>First Connection</b>	<b>Additional Connection</b>
Converting a PSTN to ISDN 2 or ISDN 2 Enhanced (one service) or ISDN 2 Direct Indial service	\$257.15 plus GST	
Converting from ISDN 2 to ISDN 2 Enhanced or Direct Indial service	\$257.15 plus GST	
Each new connection of any ISDN 2 service (per service)	\$438.50 plus GST	\$371.61 plus GST
Each in-place connection of ISDN 2 or ISDN 2 Enhanced (one service)	\$148.64 plus GST	\$148.64 plus GST

Each new connection and activation of ISDN 10/20/30		
Per 10 channel service	\$2749.91 plus GST	
Per 20 channel service	\$3716.10 plus GST	
Per 30 channel service	\$4162.03 plus GST	
Activation of idle cannels on an existing ISDN 10/20/30 service (per 10 channels)	\$1114.83 plus GST	
Each in-place connection of ISDN 10/20/30 (per 2Mbits link)	\$743.22 plus GST	

#### Once off Charges for ISDN 2 or 10/20/30

Service	Charge
Line Hunt alterations on ISDN 2 or ISDN 2 Enhanced services (per change) - adding or removing a number - rearranging numbers - removing numbers and creating a new ISDN service	\$67.57 plus GST
changing customer lessee or ownership details on ISDN 10/20/30 services	\$135.13 plus GST
changing customer lessee or ownership details on ISDN 2 service	\$67.57 plus GST
changing your number on a ISDN 2 service	\$67.57 plus GST
Emergency Redirection (for each activation)	\$270.26 plus GST

#### Local Number Portability Charges ISDN 2, 10/20/30 (porting away from Telstra)

Service	Charge
ISDN 10/20/30, ISDN 2 with Direct Indial (first 100 numbers)	\$1031.91 plus GST
- each additional 100 numbers	\$475.42 plus GST
ISDN 2 (first 5 numbers)	\$68.65 plus GST
- each additional number	\$5.24 plus GST

#### Other Monthly Charges (if applicable) ISDN 2, 10/20/30

Service	Monthly Charge
Call Transfer service	\$9.22 plus GST
Calling Number Display ISDN 2	\$11.36 plus GST
Calling Number Display ISDN 10/20/30	\$22.73 plus GST
Call Control ISDN 2	\$4.05 plus GST
Multiple Number ISDN 2 (First 2 Numbers)	Nil
Multiple Number ISDN 2 (each additional Number)	\$5.41 plus GST
Malicious call identification ISDN 2	\$6.76 plus GST
Number Redirection ISDN 2 and 10/20/30 Maximum of 12 months	\$270.26 plus GST
Extension Level Billing ISDN 2 with Direct Indial (per Indial Group)	\$22.73 plus GST
Extension Level Billing ISDN 10/20/30 with Direct Indial (per Indial Group)	\$108.10 plus GST
Line Hunt ISDN 2	\$6.15 plus GST
Direct Indial (per 100 Number Block)	\$76.78 plus GST

## 2. Multiline, VoDSL, Evolve Voice, AAPT ISDN

This product refers to a number of analogue or digital voice services delivered as follows:

Service Type	Digital/Analogue	Delivery Method
Optus Multiline	Digital	Copper/Fibre (ONNET) Megalink (OFFNET)
Optus VoDSL	Analogue	Copper (ONNET)
Optus Evolve Voice	Digital	Copper/Fibre (ONNET)
AAPT ISDN	Digital	Copper/Fibre (ONNET) Megalink (OFFNET)

### Product Details & Specifications

- You may request activation of a new service connection or a transfer / churn of an existing service from another provider, except for AAPT ISDN, which requires a new installation at all times.
- You may port existing numbers from other providers into your service with us via Local Number Portability.

### Service Activation

- You understand that it is your responsibility to check the terms of your contract with your current provider, to determine if there will be any consequences under that contract as a result of connecting a service with us (such as an Early Termination Fee).
- We will supply for Service from the date the transfer or activation takes effect (we will notify you when this happens)
- You authorise us to act on your behalf to facilitate the transfer of your Service from another provider.
- The Date the service is transferred or activated with us is the date the contract period of the service begins.
- You are responsible for ensuring your internal wiring is in-place and adequate before the service is installed. In the event your internal wiring is not suitable, you would be responsible for upgrading this, at your expense, before your order can proceed. In the event you decide to withdraw the order instead of proceeding with the upgrade, a withdrawal fee may apply (refer to Order Withdrawal).
  - For Fibre delivery methods, there may be additional fees (Fee for Service) to deliver the service to your Communications Room. In the event that a Fee for Service applies, you will have the option to proceed and be charged the Fee for Service immediately, or to withdraw the order without penalty.
  - For Copper delivery methods, there is a possibility that there is no available copper in the street to deliver the service. In the event this occurs, you can either nominate the required number of PSTN lines to sacrifice, or you may withdraw the order without penalty. If you elect to attempt to connect new lines via the Telstra network to then nominate sacrifice, we are not responsible for any costs you incur and there is a possibility they may not be suitable for use.
- We will install a NTU (Network Terminating Unit) into your premises at your service demarcation point. Please refer to General Terms & Conditions, Clause 13.
- Installation of all products and services within this product suite will always require a minimum of 2 site visits by our contractors, however more visits may be required.

### Multiline, Multiline MAX, Multiline Flat Rate Installation Charges (if applicable) – 24 Months Contract

**ON NET** (on Optus Network) Delivery

Multiline 10, 20, 30	\$0.00
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### Multiline Installation Charges (if applicable) – 24 Months Contract

**OFF NET** (Via Telstra Megalink) Delivery

Multiline 10	\$1200.00 plus GST
Multiline 20	\$2400.00 plus GST
Multiline 30	\$3600.00 plus GST

Additional Channel Install	\$120.00 per channel
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#### **VoDSL Installation Charges (if applicable) – 24 Months Contract**

New Service	\$0.00
Additional Lines (MDF Termination)	\$130.00 plus GST
Additional Lines (Socket Termination)	\$195.00 plus GST

#### **Service Relocation**

You can relocate your service any anytime by providing a request in writing.

- Relocation may result in an increase in your monthly price if you are serviced by a different upstream carrier than currently provides your service.
- The Relocation of a service, will result in a new contract period applying from the date the new service is activated for the term selected by you.
- An installation fee will apply for relocations per below.
  - ONNET: \$25 per line/channel plus GST
  - OFFNET: \$120 per line/channel plus GST

#### **Service Cancellation**

If you choose to cancel your service, you will need to let us know in writing with 30 days' notice.

- The Early Termination Fee (ETF) is Total Monthly Line Rental, Plan Fee or Minimum Monthly Commitment (Service & Equipment Charges) times the number of remaining months in the contract period.

#### **Order Withdrawal**

If you withdraw the order prior to activation a withdrawal fee applies as detailed below. The withdrawal request must be received in writing 2 business days before the scheduled cutover of your service otherwise standard early termination fees as detailed in "Service Cancellation" above apply.

Order Withdrawal Fee: \$25 per Line/Channel plus GST (ONNET)

Order Withdrawal Fee: \$120 per Line/Channel plus GST (OFFNET)

#### **Faults**

- Optus & AAPT repair faults on the service (up to the boundary of their network) 24/7 in Metro areas (excluding 3rd Party), and 7am to 9pm Monday to Saturday in Regional Areas. Faults can be logged 24/7/365.
- Should you require a temporary network level diversion to be activated, the charge is \$250 plus GST to establish this diversion for a period of up to 1 week (where the fault does not exist within the network). You may be required to present a business case as to why this diversion should be activated. In the event your diversion is approved, it may take up to 4 hours to activate and 4 hours to remove.
- Services with faults can be diverted to a number of choice during the fault Condition. Call Costs will apply for any calls diverted.
- The service provided is a best efforts service. There is no financial rebates available for service performance, uptime or fault conditions.
- You will be required to assist with a reasonable level of troubleshooting to assist us in identifying the cause of the service difficulties.
- If the event a fault needs to be lodged with our upstream carrier, you agree to the possibility of an Incorrect Callout Fee being charged in the event no fault is found with our service.
- In the event the fault lies beyond the network boundary point as defined by the carrier, an Incorrect Callout Fee of \$120 plus GST, plus \$35 plus GST per 15 minutes or part thereof may apply.

#### **Multiline, VoDSL & Evolve Voice Calls to International**

International Calls (per Minute)	to Landline	to Mobile
Aero-Atlantic East	\$ 12.8492	N/A
Aero-Atlantic West	\$ 12.8492	N/A
Aero-Indian	\$ 12.8492	N/A

Aero-Pacific	\$	12.8492	N/A
Afghanistan	\$	0.5393	\$ 0.5764
Albania	\$	0.5579	\$ 0.5579
Algeria	\$	0.4277	\$ 0.4277
American Samoa	\$	0.1860	\$ 0.1860
Andorra	\$	0.5579	\$ 0.5579
Angola	\$	0.3719	\$ 0.3719
Anguilla	\$	0.4835	\$ 0.4835
Antarctica	\$	3.1612	\$ 3.1612
Antigua & Barbuda	\$	0.2975	\$ 0.2975
Argentina	\$	0.1488	\$ 0.5207
Armenia	\$	0.7066	\$ 0.7066
Aruba	\$	0.4835	\$ 0.4835
Ascension Island	\$	1.4690	\$ 1.4690
Austria	\$	0.0744	\$ 0.2603
Azerbaijan Republic	\$	0.5207	\$ 0.5207
BT/Geoverse	\$	0.3161	N/A
Bahamas	\$	0.1116	\$ 0.1116
Bahrain	\$	0.1674	\$ 0.2231
Bangladesh	\$	0.0930	\$ 0.1488
Barbados	\$	0.5207	\$ 0.5207
Belarus	\$	0.6508	\$ 0.6508
Belgium	\$	0.0744	\$ 0.5764
Belize	\$	0.5950	\$ 0.5950
Benin	\$	0.4277	\$ 0.4277
Bermuda	\$	0.1302	\$ 0.1302
Bhutan	\$	0.2417	\$ 0.2417
Bolivia	\$	0.3533	\$ 0.3533
Bosnia & Herzegovina	\$	0.2975	\$ 0.6880
Botswana	\$	0.4649	\$ 0.4649
Brazil	\$	0.2603	\$ 0.4277
Brunei	\$	0.1488	\$ 0.1488
Bulgaria	\$	0.5021	\$ 0.7996
Burkina Faso	\$	0.5207	\$ 0.5207
Burundi	\$	0.2417	\$ 0.2417
Cambodia	\$	0.2417	\$ 0.2417
Cameroon	\$	0.5207	\$ 0.5207
Canada	\$	0.0558	\$ 0.0558
Cape Verde	\$	0.6322	\$ 0.6322
Cayman Islands	\$	0.4091	\$ 0.4091
Central African Republic	\$	0.9483	\$ 0.9483
Chad	\$	0.2975	\$ 0.2975
Chile	\$	0.2417	\$ 0.2417
China	\$	0.0558	\$ 0.0558
Colombia	\$	0.2417	\$ 0.2417
Comoros Island	\$	0.8926	\$ 0.8926
Congo	\$	0.3905	\$ 0.3905
Cook Islands	\$	1.4318	\$ 1.4318
Costa Rica	\$	0.1488	\$ 0.1488
Croatia	\$	0.0744	\$ 0.3905
Cuba	\$	2.2314	\$ 2.2314
Cyprus	\$	0.0744	\$ 0.1116
Czech Republic	\$	0.0930	\$ 0.4091
Denmark	\$	0.0744	\$ 0.4091
Diego Garcia	\$	2.0083	\$ 2.0083
Djibouti	\$	0.7996	\$ 0.7996
Dominica Islands	\$	0.5207	\$ 0.5207
Dominican Republic	\$	0.2417	\$ 0.2417
East Timor	\$	2.9566	\$ 2.9752
Ecuador	\$	0.4649	\$ 0.4649
Egypt	\$	0.2417	\$ 0.2417
El Salvador	\$	0.5021	\$ 0.5021
Equatorial Guinea	\$	0.5393	\$ 0.5393
Eritrea	\$	0.5764	\$ 0.5764
Estonia	\$	0.0744	\$ 0.4649
Ethiopia	\$	0.6508	\$ 0.6508
Faeroe Islands	\$	0.6508	\$ 0.6508
Falkland Islands	\$	1.4132	\$ 1.4132
Fiji	\$	0.4463	\$ 0.5579
Finland	\$	0.1302	\$ 0.2417
France	\$	0.0744	\$ 0.3161



French Polynesia	\$	0.7066	\$	0.7066
Fyr Macedonia	\$	0.0930	\$	0.6322
Gabonese Republic	\$	0.5021	\$	0.5021
Gambia	\$	0.8740	\$	0.8740
Georgia	\$	0.2417	\$	0.2417
Germany	\$	0.0558	\$	0.4649
Ghana	\$	0.4277	\$	0.4277
Gibraltar	\$	0.7252	\$	0.7252
Greece	\$	0.0558	\$	0.3161
Greenland	\$	1.3388	\$	1.3388
Grenada	\$	0.5207	\$	0.5207
Guadeloupe	\$	0.7996	\$	0.7996
Guam	\$	0.0744	\$	0.0744
Guantanamo Bay	\$	0.0744	\$	0.0744
Guatemala	\$	0.2789	\$	0.2789
Guiana French	\$	0.7624	\$	0.7624
Guinea Bissau	\$	0.9855	\$	0.9855
Guinea Republic	\$	0.5021	\$	0.5021
Guyana	\$	0.6322	\$	0.6322
Haiti	\$	0.5207	\$	0.5207
Honduras	\$	0.3533	\$	0.3533
Hong Kong	\$	0.0744	\$	0.0744
Hungary	\$	0.0558	\$	0.2417
Iceland	\$	0.4649	\$	0.4649
India	\$	0.1302	\$	0.1302
Indonesia	\$	0.2417	\$	0.2417
Inmarsat A Atlantic East	\$	7.6426	N/A	
Inmarsat A Atlantic West	\$	7.6426	N/A	
Inmarsat A Indian	\$	7.6426	N/A	
Inmarsat A Pacific	\$	7.0661	N/A	
Inmarsat B Atlantic East	\$	2.9566	N/A	
Inmarsat B Atlantic West	\$	2.9566	N/A	
Inmarsat B Indian	\$	2.9566	N/A	
Inmarsat B Pacific	\$	2.9566	N/A	
Inmarsat M Atlantic East	\$	2.2500	N/A	
Inmarsat M Atlantic West	\$	2.2500	N/A	
Inmarsat M Indian	\$	2.2500	N/A	
Inmarsat M Pacific	\$	2.2500	N/A	
Inmarsat Mini M - Atlantic East	\$	2.2500	N/A	
Inmarsat Mini M - Atlantic West	\$	2.2500	N/A	
Inmarsat Mini M - Indian	\$	2.2500	N/A	
Inmarsat Mini M - Pacific	\$	2.2500	N/A	
Iran	\$	0.2231	\$	0.2417
Iraq	\$	0.2231	\$	0.2603
Ireland	\$	0.0558	\$	0.3905
Iridium Globalstar	\$	8.2004	N/A	
Iridium International	\$	8.2004	N/A	
Iridium National	\$	8.2004	N/A	
Israel	\$	0.0558	\$	0.2231
Italy	\$	0.0558	\$	0.4463
Ivory Coast	\$	0.5950	\$	0.5950
Jamaica	\$	0.4277	\$	0.4277
Japan	\$	0.0744	\$	0.3161
Jordan	\$	0.0744	\$	0.2231
Kazakhstan	\$	0.2975	\$	0.2975
Kenya	\$	0.2603	\$	0.2789
Kiribati	\$	1.2087	\$	1.2087
Korea North	\$	1.4318	\$	1.4318
Korea South	\$	0.1116	\$	0.1674
Kuwait	\$	0.2231	\$	0.2231
Kyrgyzstan	\$	0.2789	\$	0.2789
Laos	\$	0.1302	\$	0.1302
Latvia	\$	0.3719	\$	0.3719
Lebanon	\$	0.2417	\$	0.4091
Lesotho	\$	0.4463	\$	0.4463
Liberia	\$	0.6694	\$	0.6694
Libya	\$	0.6136	\$	0.6136
Liechtenstein	\$	0.1302	\$	0.8740
Lithuania	\$	0.1488	\$	0.4091
Luxembourg	\$	0.0744	\$	0.4835
Macau	\$	0.1116	\$	0.1116

Madagascar	\$	0.6694	\$	0.6694
Malawi	\$	0.3347	\$	0.3347
Malaysia	\$	0.0744	\$	0.1116
Maldives	\$	0.2975	\$	0.5579
Mali	\$	0.5393	\$	0.5393
Malta	\$	0.4835	\$	0.4835
Mariana Islands	\$	0.0744	\$	0.0744
Marshall Islands	\$	0.5579	\$	0.5579
Martinique	\$	0.8926	\$	0.8926
Mauritania	\$	0.4835	\$	0.4835
Mauritius	\$	0.2045	\$	0.2045
Mayotte Island	\$	0.8554	\$	0.8554
Mexico	\$	0.3905	\$	0.3905
Micronesia	\$	0.4649	\$	0.4649
Monaco	\$	0.5764	\$	0.5764
Mongolia	\$	0.2417	\$	0.2417
Montserrat	\$	0.5021	\$	0.6508
Morocco	\$	0.5393	\$	0.5393
Mozambique	\$	0.5207	\$	0.5207
Myanmar	\$	0.7252	\$	0.7252
N/ American Paid 800	\$	0.0558	\$	0.0558
Nakhodka	\$	0.1116	\$	0.1302
Namibia	\$	0.5021	\$	0.5021
Nauru	\$	2.4174	\$	2.4174
Nepal	\$	0.4277	\$	0.4463
Netherland Antilles	\$	0.2789	\$	0.2789
Netherlands	\$	0.0744	\$	0.4463
New Caledonia	\$	0.4835	\$	0.4835
New Zealand	\$	0.0744	\$	0.5207
Nicaragua	\$	0.4835	\$	0.4835
Niger	\$	0.2975	\$	0.4091
Nigeria	\$	0.2417	\$	0.2975
Nis & Baltics	\$	0.7624	\$	0.7624
Niue Island	\$	1.5806	\$	1.5806
Norfolk Island	\$	2.1942	\$	2.1942
Norway	\$	0.0744	\$	0.4091
Oman	\$	0.3161	\$	0.4835
Pakistan	\$	0.2231	\$	0.2231
Palau	\$	0.5764	\$	0.5764
Palestinian Autonomous Areas	\$	1.0971	\$	1.0971
Panama	\$	0.2789	\$	0.2789
Papua New Guinea	\$	0.7810	\$	0.9483
Paraguay	\$	0.2231	\$	0.2231
Peru	\$	0.2603	\$	0.2603
Philippines	\$	0.3347	\$	0.3533
Poland	\$	0.0558	\$	0.3905
Portugal	\$	0.0558	\$	0.3347
Puerto Rico	\$	0.0558	\$	0.0558
Qatar	\$	0.3533	\$	0.4277
Republic Of Moldova	\$	0.4277	\$	0.4277
Reunion	\$	0.5950	\$	0.5950
Romania	\$	0.1488	\$	0.3719
Russian Federation	\$	0.1116	\$	0.1302
Rwanda	\$	0.3905	\$	0.3905
Sakhalin	\$	0.1116	\$	0.1302
San Marino	\$	0.1302	\$	0.1302
Sao Tome & Principe	\$	2.6777	\$	2.6777
Saudi Arabia	\$	0.2417	\$	0.3161
Senegal	\$	0.4835	\$	0.4835
Serbia	\$	0.2045	\$	0.3533
Seychelles	\$	0.1860	\$	0.1860
Sierra Leone	\$	0.8182	\$	0.8182
Singapore	\$	0.0558	\$	0.0558
Slovakia	\$	0.0744	\$	0.4463
Slovenia	\$	0.6136	\$	0.8554
Solomon Islands	\$	1.6178	\$	2.0269
Somalia	\$	1.1157	\$	1.1157
South Africa	\$	0.1302	\$	0.5207
South Sudan	\$	0.6880	\$	0.5764
Spain	\$	0.0558	\$	0.3905
Sri Lanka	\$	0.2975	\$	0.2975

St Helena	\$ 1.3202	\$ 1.3202
St Kitts & Nevis	\$ 0.5579	\$ 0.5579
St Lucia	\$ 0.5021	\$ 0.5021
St Pierre & Miquelon	\$ 0.4463	\$ 0.4463
St Vincent & Bequia	\$ 0.5393	\$ 0.5393
Sudan	\$ 0.2603	\$ 0.2975
Surinam	\$ 0.4835	\$ 0.4835
Swaziland	\$ 0.4649	\$ 0.4649
Sweden	\$ 0.0744	\$ 0.2417
Switzerland	\$ 0.0744	\$ 0.5207
Syria	\$ 0.2231	\$ 0.2789
Taiwan	\$ 0.0744	\$ 0.2231
Tajikistan	\$ 0.2789	\$ 0.2789
Tanzania	\$ 0.2603	\$ 0.2603
Thailand	\$ 0.0744	\$ 0.0744
Thuraya	\$ 3.2727	N/A
Togolese Republic	\$ 0.8182	\$ 0.8182
Tokelau	\$ 1.8781	\$ 1.8781
Tonga	\$ 0.7996	\$ 0.7996
Trinidad & Tobago	\$ 0.2417	\$ 0.2417
Tunisia	\$ 0.5207	\$ 0.6322
Turkey	\$ 0.1302	\$ 0.3719
Turkmenistan	\$ 0.2603	\$ 0.2603
Turks & Caicos Islands	\$ 0.5393	\$ 0.5393
Tuvalu	\$ 1.3202	\$ 1.3202
Uganda	\$ 0.3161	\$ 0.3161
Ukraine	\$ 0.2231	\$ 0.2603
United Arab Emirates	\$ 0.3719	\$ 0.3719
United Kingdom	\$ 0.0558	\$ 0.3347
United States Of America	\$ 0.0558	\$ 0.0558
Uruguay	\$ 0.4835	\$ 0.4835
Uzbekistan	\$ 0.2231	\$ 0.2231
Vanuatu	\$ 1.0599	\$ 1.0971
Vatican City	\$ 0.0558	\$ 0.4463
Venezuela	\$ 0.2789	\$ 0.2789
Vietnam	\$ 0.1488	\$ 0.1674
Virgin Islands (Br)	\$ 0.5579	\$ 0.5579
Virgin Islands (Us)	\$ 0.0930	\$ 0.0930
Wallis & Futuna	\$ 0.6694	\$ 0.6694
Western Samoa	\$ 0.8182	\$ 0.8182
Yemen Arab	\$ 0.3533	\$ 0.3533
Zaire	\$ 0.3533	\$ 0.3533
Zambia	\$ 0.3161	\$ 0.3161
Zimbabwe	\$ 0.1860	\$ 1.0041

## AAPT ISDN Calls to International

International Calls	Per Minute
Afghanistan	\$ 0.7639
Afghanistan Mobile	\$ 0.6761
Albania	\$ 0.6737
Albania Mobile	\$ 0.9731
Algeria	\$ 0.1762
Algeria Mobile	\$ 1.1513
American Samoa	\$ 0.0995
American Samoa Mobile	\$ 0.0995
Andorra	\$ 0.0569
Andorra Mobile	\$ 0.5213
Angola	\$ 0.1593
Angola Mobile	\$ 0.5722
Anguilla	\$ 0.8476
Antarctica	\$ 4.3882
Antigua and Barbuda	\$ 0.5693
Antigua and Barbuda Mobile	\$ 0.7414
Argentina	\$ 0.0167
Argentina City	\$ 0.0167
Argentina Mobile	\$ 0.3535
Armenia	\$ 0.3895
Armenia Mobile	\$ 0.6188
Aruba	\$ 0.3629

Aruba Mobile	\$	0.8303
Ascension	\$	4.4397
Austria	\$	0.0198
Austria City	\$	0.0198
Austria Mobile	\$	0.0563
Azerbaijan	\$	0.7214
Azerbaijan Mobile	\$	1.0073
Bahamas	\$	0.1908
Bahamas Mobile	\$	0.5369
Bahrain	\$	0.1541
Bahrain Mobile	\$	0.1784
Bangladesh	\$	0.0900
Bangladesh City	\$	0.0900
Bangladesh Mobile	\$	0.0900
Barbados	\$	0.6566
Barbados Mobile	\$	0.6206
Belarus	\$	1.0906
Belarus Mobile	\$	1.1977
Belgium	\$	0.0479
Belgium City	\$	0.0479
Belgium Mobile	\$	0.0727
Belize	\$	0.8773
Belize Mobile	\$	0.9052
Benin	\$	0.7551
Benin Mobile	\$	0.6507
Bermuda	\$	0.0997
Bhutan	\$	0.2513
Bhutan Mobile	\$	0.2030
Bolivia	\$	0.3204
Bolivia City	\$	0.3204
Bolivia Mobile	\$	0.6163
Bosnia and Herzegovina	\$	0.4203
Bosnia and Herzegovina Mobile	\$	0.4545
Botswana	\$	0.2063
Botswana Mobile	\$	0.3591
Brazil	\$	0.0243
Brazil City	\$	0.0243
Brazil Mobile	\$	0.3535
British Indian Ocean Territory	\$	0.6215
Brunei Darussalam	\$	0.0736
Brunei Darussalam Mobile	\$	0.1193
Bulgaria	\$	0.0182
Bulgaria City	\$	0.0182
Bulgaria Mobile	\$	0.0630
Burkina Faso	\$	0.7346
Burkina Faso Mobile	\$	1.0773
Burundi	\$	0.4646
Burundi Mobile	\$	1.4078
Cambodia	\$	0.2171
Cambodia City	\$	0.2171
Cambodia Mobile	\$	0.2147
Cameroon	\$	0.4797
Cameroon Mobile	\$	0.9596
Canada	\$	0.0068
Canada Mobile	\$	0.0068
Cape Verde	\$	0.6955
Cape Verde Mobile	\$	1.0388
Cayman Islands	\$	0.3213
Cayman Islands Mobile	\$	0.7268
Central African Republic	\$	1.1889
Central African Republic Mobile	\$	0.9398
Chad	\$	0.5652
Chad Mobile	\$	2.2626
Chile	\$	0.0369
Chile City	\$	0.0369
Chile Mobile	\$	0.0567
China	\$	0.0324
China City	\$	0.0324
China Mobile	\$	0.0324
Colombia	\$	0.0455
Colombia City	\$	0.0455

Colombia Mobile	\$	0.0808
Comoros	\$	0.8354
Comoros Mobile	\$	1.1700
Congo	\$	0.7616
Congo Mobile	\$	1.2483
Congo, Democratic Republic of the	\$	0.6980
Congo, Democratic Republic of the Mobile	\$	0.9878
Cook Islands	\$	2.8800
Cook Islands Mobile	\$	3.1388
Costa Rica	\$	0.0657
Costa Rica Mobile	\$	0.1980
Cote D'Ivoire	\$	0.9810
Cote D'Ivoire Mobile	\$	0.8685
Croatia	\$	0.1321
Croatia City	\$	0.1321
Croatia Mobile	\$	0.7785
Cuba	\$	2.0954
Cuba City	\$	2.0954
Cuba Mobile	\$	3.0762
Cyprus	\$	0.0218
Cyprus Mobile	\$	0.0974
Czech Republic	\$	0.0682
Czech Republic City	\$	0.0682
Czech Republic Mobile	\$	0.2601
Denmark	\$	0.0232
Denmark City	\$	0.0232
Denmark Mobile	\$	0.0551
Djibouti	\$	1.3127
Djibouti Mobile	\$	1.3163
Dominica	\$	0.7223
Dominica Mobile	\$	0.9137
Dominican Republic	\$	0.0819
Dominican Republic Mobile	\$	0.2727
Ecuador	\$	0.4232
Ecuador City	\$	0.4232
Ecuador Mobile	\$	0.6932
Egypt	\$	0.2745
Egypt City	\$	0.2745
Egypt Mobile	\$	0.2273
El Salvador	\$	0.4419
El Salvador Mobile	\$	0.5013
Equatorial Guinea	\$	0.9239
Equatorial Guinea Mobile	\$	0.9551
Eritrea	\$	0.7846
Eritrea City	\$	0.7846
Eritrea Mobile	\$	0.7448
Estonia	\$	0.0725
Estonia Mobile	\$	0.9299
Ethiopia	\$	0.8003
Ethiopia City	\$	0.8003
Ethiopia Mobile	\$	0.7639
Falkland Islands (Malvinas)	\$	4.5412
Faroe Islands	\$	0.1627
Faroe Islands Mobile	\$	0.6469
Fiji	\$	0.6541
Fiji Mobile	\$	0.6541
Finland	\$	0.1118
Finland City	\$	0.1118
Finland Mobile	\$	0.1172
France	\$	0.0203
France City	\$	0.0203
France Mobile	\$	0.0880
French Guiana	\$	0.0500
French Guiana Mobile	\$	1.0204
French Polynesia	\$	0.8183
Gabon	\$	0.9911
Gabon Mobile	\$	0.9911
Gambia	\$	1.7613
Gambia Mobile	\$	1.9823
Georgia	\$	0.4534

Georgia Mobile	\$	0.4534
Germany	\$	0.0191
Germany City	\$	0.0191
Germany Mobile	\$	0.0968
Ghana	\$	0.8431
Ghana City	\$	0.8431
Ghana Mobile	\$	0.7216
Gibraltar	\$	0.1238
Gibraltar Mobile	\$	0.5760
Global Mobile Satellite System	\$	12.0555
Greece	\$	0.0675
Greece City	\$	0.0675
Greece Mobile	\$	0.2475
Greenland	\$	0.9000
Greenland Mobile	\$	1.5462
Grenada	\$	0.7223
Grenada Mobile	\$	0.7425
Group of Countries	\$	2.2500
Guadeloupe	\$	0.0263
Guadeloupe Mobile	\$	0.0743
Guam	\$	0.0587
Guatemala	\$	0.3080
Guatemala Mobile	\$	0.4007
Guernsey	\$	0.0065
Guinea	\$	1.0017
Guinea Mobile	\$	1.2920
Guinea-Bissau	\$	1.7656
Guyana	\$	0.8161
Guyana Mobile	\$	0.7778
Haiti	\$	0.7895
Haiti Mobile	\$	0.9002
Holy See (Vatican City State)	\$	0.0169
Honduras	\$	0.3222
Honduras Mobile	\$	0.4696
Hong Kong	\$	0.0461
Hong Kong Mobile	\$	0.0754
Hungary	\$	0.0142
Hungary City	\$	0.0142
Hungary Mobile	\$	0.1188
Iceland	\$	0.0446
Iceland Mobile	\$	0.0909
India	\$	0.0563
India City	\$	0.0563
India Mobile	\$	0.0563
Indonesia	\$	0.0947
Indonesia City	\$	0.0947
Indonesia Mobile	\$	0.1262
Inmarsat Atlantic Ocean-East	\$	18.0000
Inmarsat Atlantic Ocean-West	\$	18.0000
Inmarsat Indian Ocean	\$	18.0000
Inmarsat Pacific Ocean	\$	18.0000
Inmarsat Single Number Access	\$	18.0000
International Freephone Service	\$	-
International Networks	\$	5.1503
International Shared Cost Service	\$	18.0000
Iran	\$	0.3789
Iran City	\$	0.3789
Iran Mobile	\$	0.4759
Iraq	\$	0.4988
Iraq City	\$	0.4988
Ireland	\$	0.0090
Ireland City	\$	0.0090
Ireland Mobile	\$	0.1474
Isle of Man	\$	0.0068
Isle of Man Mobile	\$	0.0576
Israel	\$	0.0180
Israel City	\$	0.0180
Israel Mobile	\$	0.0707
Italy	\$	0.0135
Italy City	\$	0.0135
Italy Mobile	\$	0.0135

Jamaica	\$	0.5924
Jamaica Mobile	\$	0.6449
Japan	\$	0.0655
Japan City	\$	0.0655
Japan Mobile	\$	0.2250
Jersey	\$	0.0068
Jersey Mobile	\$	0.0675
Jordan	\$	0.1469
Jordan City	\$	0.1469
Jordan Mobile	\$	0.3413
Kazakhstan	\$	0.0457
Kazakhstan Mobile	\$	0.5220
Kenya	\$	0.3548
Kenya City	\$	0.3548
Kenya Mobile	\$	0.4275
Kiribati	\$	2.4127
Kiribati Mobile	\$	5.0504
Korea, Democratic People's Republic of	\$	1.4636
Korea, Republic of	\$	0.0326
Korea, Republic of City	\$	0.0326
Korea, Republic of Mobile	\$	0.0585
Kuwait	\$	0.1526
Kuwait Mobile	\$	0.2671
Kyrgyz Republic	\$	0.3956
Kyrgyz Republic Mobile	\$	0.6458
Lao People's Democratic Republic	\$	0.2617
Lao People's Democratic Republic Mobile	\$	0.3056
Latvia	\$	0.0338
Latvia Mobile	\$	0.0900
Lebanon	\$	0.2761
Lebanon City	\$	0.2761
Lebanon Mobile	\$	0.5625
Lesotho	\$	0.7961
Lesotho Mobile	\$	0.6435
Liberia	\$	1.0112
Liberia Mobile	\$	1.3867
Libyan Arab Jamahiriya	\$	0.9155
Libyan Arab Jamahiriya Mobile	\$	0.9792
Liechtenstein	\$	0.2171
Liechtenstein Mobile	\$	2.3218
Lithuania	\$	0.0466
Lithuania Mobile	\$	0.0783
Luxembourg	\$	0.0326
Luxembourg Mobile	\$	0.0963
Macau	\$	0.1658
Macau Mobile	\$	0.2207
Macedonia	\$	0.1530
Macedonia Mobile	\$	1.1131
Madagascar	\$	1.4254
Madagascar Mobile	\$	1.9991
Malawi	\$	0.6021
Malawi Mobile	\$	1.2071
Malaysia	\$	0.0338
Malaysia City	\$	0.0338
Malaysia Mobile	\$	0.0536
Maldives	\$	2.6431
Maldives Mobile	\$	2.8141
Mali	\$	0.7043
Mali Mobile	\$	1.2740
Malta	\$	0.0315
Malta Mobile	\$	0.0900
Marshall Islands	\$	0.9446
Martinique	\$	0.0581
Martinique Mobile	\$	0.1080
Mauritania	\$	1.2188
Mauritania Mobile	\$	1.3871
Mauritius	\$	0.3971
Mauritius Mobile	\$	0.3971
Mayotte	\$	0.3188
Mayotte Mobile	\$	0.3188

Mexico	\$	0.0101
Mexico City	\$	0.0101
Mexico Mobile	\$	0.0560
Micronesia	\$	0.6228
Micronesia Mobile	\$	0.6228
Misc Services UN Humanitarian	\$	0.0563
Moldova	\$	0.8330
Moldova Mobile	\$	0.7162
Monaco	\$	0.2250
Monaco Mobile	\$	1.0409
Mongolia	\$	0.1073
Mongolia Mobile	\$	0.1073
Montenegro	\$	0.3609
Montenegro City	\$	0.3609
Montenegro Mobile	\$	1.4357
Montserrat	\$	0.7612
Montserrat Mobile	\$	0.9218
Morocco	\$	0.0558
Morocco City	\$	0.0558
Morocco Mobile	\$	1.0094
Mozambique	\$	0.1728
Mozambique City	\$	0.1728
Mozambique Mobile	\$	0.1728
Myanmar	\$	0.5171
Myanmar Mobile	\$	0.5171
Namibia	\$	0.1571
Namibia Mobile	\$	0.3533
Nauru	\$	3.8657
Nauru Mobile	\$	3.5357
Nepal	\$	0.3663
Nepal City	\$	0.3663
Nepal Mobile	\$	0.3663
Netherlands	\$	0.0214
Netherlands Antilles	\$	0.3049
Netherlands Antilles Mobile	\$	0.4050
Netherlands City	\$	0.0214
Netherlands Mobile	\$	0.1087
New Caledonia	\$	0.5103
New Caledonia Mobile	\$	0.5108
New Zealand	\$	0.0376
New Zealand City	\$	0.0376
New Zealand Mobile	\$	0.1301
Nicaragua	\$	0.5117
Nicaragua Mobile	\$	1.0096
Niger	\$	0.5832
Niger Mobile	\$	1.0726
Nigeria	\$	0.2500
Nigeria City	\$	0.2500
Nigeria Mobile	\$	0.2403
Niue	\$	3.3406
Norfolk Island	\$	3.9751
Norfolk Island Mobile	\$	3.9751
Northern Mariana Islands	\$	0.1053
Norway	\$	0.0304
Norway City	\$	0.0304
Norway Mobile	\$	0.0605
Oman	\$	0.4050
Oman Mobile	\$	0.6750
Pakistan	\$	0.0675
Pakistan City	\$	0.0675
Pakistan Mobile	\$	0.0675
Palau	\$	0.9000
Palestinian Territory, Occupied	\$	0.5175
Palestinian Territory, Occupied Mobile	\$	0.5587
Panama	\$	0.0900
Panama City	\$	0.0900
Panama Mobile	\$	0.4046
Papua New Guinea	\$	1.2832
Papua New Guinea Mobile	\$	1.5750
Paraguay	\$	0.1053
Paraguay City	\$	0.1053



Paraguay Mobile	\$	0.1343
Peru	\$	0.0239
Peru City	\$	0.0239
Peru Mobile	\$	0.1352
Philippines	\$	0.2700
Philippines City	\$	0.2700
Philippines Mobile	\$	0.4050
Poland	\$	0.0308
Poland City	\$	0.0308
Poland Mobile	\$	0.0675
Portugal	\$	0.0169
Portugal City	\$	0.0169
Portugal Mobile	\$	0.0563
Puerto Rico	\$	0.0225
Qatar	\$	0.4950
Qatar Mobile	\$	0.5837
Reunion	\$	0.0545
Reunion Mobile	\$	0.1672
Romania	\$	0.0349
Romania City	\$	0.0349
Romania Mobile	\$	0.1591
Russian Federation	\$	0.0338
Russian Federation City	\$	0.0338
Russian Federation Mobile	\$	0.0900
Rwanda	\$	0.9533
Rwanda Mobile	\$	0.9378
Saint Helena	\$	4.4872
Saint Kitts and Nevis	\$	0.9023
Saint Lucia	\$	0.7072
Saint Lucia Mobile	\$	0.7466
Saint Pierre and Miquelon	\$	0.9007
Saint Vincent and the Grenadines	\$	0.7223
Saint Vincent and the Grenadines Mobile	\$	0.7875
Samoa	\$	1.7138
Samoa Mobile	\$	1.7917
San Marino	\$	0.0860
San Marino Mobile	\$	0.8550
Sao Tome and Principe	\$	0.8237
Sao Tome and Principe Mobile	\$	2.4161
Saudi Arabia	\$	0.2561
Saudi Arabia City	\$	0.2561
Saudi Arabia Mobile	\$	0.4500
Senegal	\$	0.6300
Senegal City	\$	0.6300
Senegal Mobile	\$	0.9731
Serbia	\$	0.3283
Serbia City	\$	0.3283
Serbia Mobile	\$	0.5171
Seychelles	\$	0.3492
Seychelles Mobile	\$	2.2500
Sierra Leone	\$	1.3050
Sierra Leone Mobile	\$	1.5750
Singapore	\$	0.0191
Singapore Mobile	\$	0.0191
Slovakia	\$	0.0182
Slovakia Mobile	\$	0.1841
Slovenia	\$	0.0356
Slovenia Mobile	\$	0.1323
Solomon Islands	\$	2.4296
Solomon Islands Mobile	\$	3.0375
Somalia	\$	1.3500
Somalia City	\$	1.3500
Somalia Mobile	\$	1.7474
South Africa	\$	0.0637
South Africa City	\$	0.0637
South Africa Mobile	\$	0.0900
Spain	\$	0.0182
Spain City	\$	0.0182
Spain Mobile	\$	0.0182
Sri Lanka	\$	0.4050

Sri Lanka City	\$	0.4050
Sri Lanka Mobile	\$	0.4050
Sudan	\$	0.9439
Sudan Mobile	\$	0.4907
Suriname	\$	0.6503
Suriname Mobile	\$	1.0040
Swaziland	\$	0.0974
Swaziland Mobile	\$	0.4169
Sweden	\$	0.0097
Sweden City	\$	0.0097
Sweden Mobile	\$	0.0576
Switzerland	\$	0.0434
Switzerland City	\$	0.0434
Switzerland Mobile	\$	0.3641
Syria	\$	0.3071
Syria Mobile	\$	0.4493
Taiwan	\$	0.0450
Taiwan City	\$	0.0450
Taiwan Mobile	\$	0.2993
Tajikistan	\$	0.5441
Tajikistan Mobile	\$	0.5040
Tanzania	\$	0.4984
Tanzania City	\$	0.4984
Tanzania Mobile	\$	0.4984
Thailand	\$	0.0243
Thailand City	\$	0.0243
Thailand Mobile	\$	0.0338
Timor-Leste	\$	1.7791
Timor-Leste Mobile	\$	1.7791
Togo	\$	1.0683
Togo Mobile	\$	1.2697
Tokelau	\$	4.8391
Tonga	\$	1.5867
Tonga Mobile	\$	1.8097
Trinidad and Tobago	\$	0.1946
Trinidad and Tobago Mobile	\$	0.6030
Tunisia	\$	1.0919
Tunisia Mobile	\$	1.5750
Turkey	\$	0.1143
Turkey City	\$	0.1143
Turkey Mobile	\$	0.1143
Turkmenistan	\$	0.3600
Turkmenistan Mobile	\$	0.5945
Turks and Caicos Islands	\$	0.6950
Turks and Caicos Islands Mobile	\$	0.9272
Tuvalu	\$	4.3938
Uganda	\$	0.6334
Uganda Mobile	\$	0.6334
Ukraine	\$	0.3836
Ukraine City	\$	0.3836
Ukraine Mobile	\$	0.6750
United Arab Emirates	\$	0.5632
United Arab Emirates City	\$	0.5632
United Arab Emirates Mobile	\$	0.4691
United Kingdom	\$	0.0068
United Kingdom City	\$	0.0068
United Kingdom Mobile	\$	0.0576
United States	\$	0.0360
Uruguay	\$	0.1755
Uruguay City	\$	0.1755
Uruguay Mobile	\$	0.6086
Uzbekistan	\$	0.1046
Uzbekistan Mobile	\$	0.1521
Vanuatu	\$	1.7883
Vanuatu Mobile	\$	2.1375
Venezuela	\$	0.0808
Venezuela City	\$	0.0808
Venezuela Mobile	\$	0.1161
Vietnam	\$	0.2250
Vietnam City	\$	0.2250
Vietnam Mobile	\$	0.2493

Virgin Islands, British	\$	0.8213
Virgin Islands, U.S.	\$	0.0612
Wallis and Futuna Islands	\$	1.0899
Yemen	\$	0.6003
Yemen Mobile	\$	0.6044
Zambia	\$	0.2732
Zambia Mobile	\$	0.3728
Zimbabwe	\$	0.2786
Zimbabwe Mobile	\$	1.3930

### 3. Inbound 13, 18, 1300, 1800

Inbound 13/18/1300/1800 numbers (herein referred to as Inbound) refer to FLRN (Free-phone and local rate numbers) as detailed by the ACMA, delivered through us via the Optus TAS (Total Access Service) platform.

#### Product Details & Specifications

- 13 – A 6 digit Inbound number beginning with 13 – Fixed untimed cost to the person calling (landline)
- 18 – A 6 digit Inbound number beginning with 18 – Free call to the person calling (landline)
- 1300 - A 10 digit Inbound number beginning with 13 – Fixed untimed cost to the person calling (landline)
- 1800 – A 10 digit Inbound number beginning with 18 – Free call to the person calling (landline)
- You may request activate of a new number from our available list, or port an existing number you have from another carrier. We can also activate Smart Numbers from [www.smartnumbers.gov.au](http://www.smartnumbers.gov.au).
- The service requires a termination point – a landline or mobile number.
- The service can be configured with a single termination point, or complex termination (areas, locations, time / day).

#### Service Activation

- You understand that it is your responsibility to check the terms of your contract with your current provider, to determine if there will be any consequences under that contract as a result of connecting a service with us (such as an Early Termination Fee).
- We will supply for Service from the date the activation or transfer with us takes effect (we will notify you when this happens)
- You authorise us to act on your behalf to facilitate the transfer of your Service from another provider.
- The Date the service is transferred or activated with us is the date the contract period of the service begins.

#### Service Cancellation

If you choose to cancel your service, you will need to let us know in writing.

- The Early Termination Fee (ETF) is \$15 plus GST per Service times the number of remaining months in the contract period.

#### Order Withdrawal

If you withdraw the order prior to activation a withdrawal fee of \$25 plus GST per Service applies. The withdrawal request must be received in writing 2 business days before the scheduled cutover of your service otherwise standard early termination fees as detailed in “Service Cancellation” above apply.

#### Faults

- The service provided is a best efforts service. There is no financial rebates available for service performance, uptime or fault conditions.
- In the event you have service difficulties, you can notify our Customer Service Team.
- You will be required to assist with a reasonable level of troubleshooting to assist us in identifying the cause of the service difficulties.

## 4. SIP

This product refers to:

- A Voice product delivered either over the Internet or private access method into our SIP platform. Via either Engin or Symbio.
- This is a voice channel that allows connection from your PBX, ATA, IP Phone or Softphone to make and receive calls. This can also be provided as an eFax or Fax-to-Email service.

### Product Details & Specifications

- A SIP Trunk consists of multiple components.
  - Channels, or number of concurrent calls
  - Indials, or number of numbers you have
  - Trunks, or number of unique services, with unique configuration details.
- All SIP services come with 1 phone number for each trunk ordered. Additional numbers are available for purchase, a single numbers and are configured as DIDs (Digital Indials). We may provide Out of Area Geographic numbers when you request new numbers for your SIP Service. It is important to note:
  - If you request Out of Area Geographic Numbers you may be unable to port these numbers to another carrier when you choose to leave us.
- You can port your existing numbers over to us under Local Number Portability (LNP) – See Porting
- You are able to elect to have your SIP Trunk over stamped with another number. This number must be a Full National Number (e.g. 02 1234 5678) and must be a number that you own. This number will display on your outgoing calls. If you do not elect to over stamp a number, your number will be private or display the number of the trunk or indial.

### Service Activation

- You understand that it is your responsibility to check the terms of your contract with your current provider, to determine if there will be any consequences under that contract as a result of connecting a service with us (such as an Early Termination Fee).
- We will supply for Service from the date the activation or transfer with us takes effect (we will notify you when this happens)
- You authorise us to act on your behalf to facilitate the transfer of your Service from another provider.
- The Date the service is transferred or activated with us is the date the contract period of the service begins.

### Service Cancellation

If you choose to cancel your service, you will need to let us know in writing.

- The Early Termination Fee (ETF) is the total of all Monthly Trunk & Concurrent call charges times the number of remaining months in the contract period.

### Order Withdrawal

If you withdraw the order prior to activation a withdrawal fee of \$100 plus GST applies. The withdrawal request must be received in writing 2 business days before the scheduled cutover of your service otherwise standard early termination fees as detailed in “Service Cancellation” above apply.

### Faults

- The service provided is a best efforts service. There is no financial rebates available for service performance, uptime or fault conditions.
- In the event you have service difficulties, you can notify our Customer Service Team.
- You will be required to assist with a reasonable level of troubleshooting to assist us in identifying the cause of the service difficulties.
- If the event a fault needs to be lodged with our upstream carrier, you agree to the possibility of an Incorrect Callout Fee being charged in the event no fault is found with our service.
- In the event the fault lies beyond the network boundary point as defined by the carrier, an Incorrect Callout Fee of \$120 plus GST, plus \$35 plus GST per 15 minutes or part thereof may apply.

- You are responsible for providing appropriate, correctly configured hardware (Modem, Router, Switches etc.) as required to use your service.

## SIP Calls to International

International Calls	Per Minute
Afghanistan	\$ 1.2831
Alaska	\$ 0.2045
Albania	\$ 0.5393
Albania-Mobile	\$ 0.8833
Algeria	\$ 0.5393
Algeria-Mobile	\$ 0.5393
American Samoa	\$ 0.3533
Andorra	\$ 0.1674
Andorra-Mobile	\$ 0.7252
Angola	\$ 0.7252
Angola-Mobile	\$ 0.9112
Anguilla	\$ 0.7252
Antarctica	\$ 6.9360
Antigua & Barbuda	\$ 0.7252
Argentina	\$ 0.1469
Argentina-Mobile	\$ 0.5764
Armenia	\$ 0.5393
Armenia-Mobile	\$ 0.9112
Aruba	\$ 0.5393
Ascension Island	\$ 1.4690
Australia-Mobile	\$ 0.2005
Austria	\$ 0.0744
Austria-Mobile	\$ 0.9112
Azerbaijan	\$ 0.7252
Azerbaijan-Mobile	\$ 0.7252
Bahamas	\$ 0.3533
Bahrain	\$ 0.9112
Bangladesh	\$ 0.5393
Bangladesh-Mobile	\$ 0.7252
Barbados	\$ 0.7252
Belarus	\$ 0.9112
Belarus-Mobile	\$ 0.9112
Belgium	\$ 0.0744
Belgium-Mobile	\$ 0.9112
Belize	\$ 0.7252
Benin	\$ 0.5393
Bermuda	\$ 0.3533
Bhutan	\$ 0.7252
Bolivia	\$ 0.5393
Bolivia-Mobile	\$ 0.5393
Bosnia	\$ 0.7252
Bosnia-Mobile	\$ 0.9112
Botswana	\$ 0.5393
Botswana-Mobile	\$ 0.5393
Brazil	\$ 0.2603
Brazil-Mobile	\$ 0.5393
British Virgin Islds	\$ 0.6973
Brunei	\$ 0.2603
Brunei-Mobile	\$ 0.2603
Bulgaria	\$ 0.2603
Bulgaria-Mobile	\$ 1.2273
Burkina Faso	\$ 0.7252
Burundi	\$ 0.5393
Cambodia	\$ 0.9112
Cambodia-Mobile	\$ 0.9112
Cameroon	\$ 0.9112
Canada	\$ 0.0539
Canary Islands	\$ 0.1469
Cape Verde Islands	\$ 1.0971
Cayman Islands	\$ 0.5393
Cent. African Rep.	\$ 0.7252
Chad	\$ 1.0971

Chile	\$	0.1469
Chile-Mobile	\$	0.7252
China	\$	0.0353
China-Mobile	\$	0.0353
Colombia	\$	0.3533
Comoros	\$	1.2831
Congo	\$	0.5393
Cook Islands	\$	1.8409
Costa Rica	\$	0.2603
Costa Rica-Mobile	\$	0.2603
Croatia	\$	0.2603
Croatia-Mobile	\$	0.6880
Cuba	\$	2.7707
Cyprus	\$	0.3533
Cyprus-Mobile	\$	0.5393
Czech Republic	\$	0.1302
Czech Republic-Mob	\$	0.7252
Denmark	\$	0.0744
Denmark-Mobile	\$	0.7252
Diego Garcia	\$	3.4773
Djibouti	\$	1.4690
Djibouti-Mobile	\$	1.2831
Dominica	\$	0.7252
Dominican Republic	\$	0.5393
East Timor	\$	1.7293
East Timor-Mobile	\$	4.4814
Ecuador	\$	0.7252
Ecuador-Mobile	\$	0.7624
Egypt	\$	0.2250
Egypt-Mobile	\$	0.5393
El Salvador	\$	0.5393
El Salvador-Mobile	\$	0.5393
EMSAT	\$	8.3492
Equatorial Guinea	\$	1.0971
Eritrea	\$	1.2831
Estonia	\$	0.1469
Estonia-Mobile	\$	0.9112
Ethiopia	\$	1.4690
Ethiopia-Mobile	\$	1.8409
Falkland Islands	\$	2.3988
Faroe Islands	\$	0.7252
Fiji	\$	1.0971
Fiji-Mobile	\$	1.0971
Finland	\$	0.2324
Finland-Mobile	\$	0.7252
France	\$	0.0744
France-Mobile	\$	0.7252
French Guiana	\$	1.0971
French Polynesia	\$	0.9112
Gabon	\$	0.5393
Gambia	\$	0.9112
Georgia	\$	0.4463
Georgia-Mobile	\$	0.5393
Germany	\$	0.0651
Germany-Mobile	\$	0.9112
Ghana	\$	0.5393
Ghana-Mobile	\$	0.5393
Gibraltar	\$	0.1674
Gibraltar-Mobile	\$	1.4132
Greece	\$	0.0539
Greece-Mobile	\$	0.6880
Greenland	\$	1.8409
Grenada	\$	0.7252
Guadeloupe	\$	1.0785
Guadeloupe-Mobile	\$	0.9112
Guam	\$	0.1674
Guantanamo Bay	\$	1.4690
Guatemala	\$	0.5393
Guatemala-Mobile	\$	0.5393
Guinea	\$	0.5393
Guinea Bissau	\$	2.7707

Guinea Bissau-Mobile	\$	3.5145
Guyana	\$	1.0971
Guyana-Mobile	\$	1.0971
Haiti	\$	0.7810
Haiti-Mobile	\$	0.9112
Hawaii / Midway	\$	0.1116
Honduras	\$	1.2831
Honduras-Mobile	\$	1.2831
Hong Kong	\$	0.0651
Hong Kong-Mobile	\$	0.1469
Hungary	\$	0.1674
Hungary-Mobile	\$	0.9112
Iceland	\$	0.1674
Iceland-Mobile	\$	0.9112
India	\$	0.1841
India-Mobile	\$	0.1841
Indonesia	\$	0.3533
Indonesia-Mobile	\$	0.5393
Inmarsat - Global	\$	12.9979
Inmarsat - ISDN	\$	12.9979
Inmarsat - Voice	\$	12.9979
Inmarsat SNAC	\$	12.9979
Inmarsat(ATlantic-E)	\$	12.9979
Inmarsat(ATlantic-W)	\$	12.9979
Inmarsat(Indian))	\$	12.9979
Inmarsat(Pacific)	\$	12.9979
Iran	\$	0.5393
Iran-Mobile	\$	0.5393
Iraq	\$	1.8409
Ireland	\$	0.0651
Ireland-Mobile	\$	0.9112
Iridium 8816	\$	18.5579
Iridium 8817	\$	18.5579
Israel	\$	0.0818
Israel-Mobile	\$	0.3533
Italy	\$	0.0744
Italy-Mobile	\$	0.9112
Ivory Coast	\$	0.7252
Ivory Coast-Mobile	\$	0.9112
Jamaica	\$	0.3533
Jamaica-Mobile	\$	0.7252
Japan	\$	0.0744
Japan-Mobile	\$	0.5393
Jordan	\$	0.2659
Jordan-Mobile	\$	0.9112
Kazakhstan-Mobile	\$	0.7252
Kenya	\$	0.7252
Kenya-Mobile	\$	1.2831
Kiribati	\$	2.3244
Korea North	\$	2.3988
Korea South	\$	0.0744
Korea South-Mobile	\$	0.2603
Kuwait	\$	0.3533
Kuwait-Mobile	\$	0.3533
Kyrgyzstan	\$	0.5393
Kyrgyzstan-Mobile	\$	0.5393
Laos	\$	0.5393
Latvia	\$	0.5393
Latvia-Mobile	\$	0.9112
Lebanon	\$	0.2455
Lebanon-Mobile	\$	0.9112
Lesotho	\$	0.8275
Lesotho-Mobile	\$	1.0413
Liberia	\$	0.7252
Libya	\$	0.5393
Liechtenstein	\$	1.4132
Liechtenstein-Mobile	\$	1.5062
Lithuania	\$	0.6136
Lithuania-Mobile	\$	0.5393
Local	\$	0.0368
Luxembourg	\$	0.1469



Luxembourg-Mobile	\$	0.7252
Macau	\$	0.2603
Macedonia	\$	0.7252
Macedonia-Mobile	\$	1.0971
Madagascar	\$	0.9112
Madagascar-Mobile	\$	0.9112
Malawi	\$	0.4277
Malawi-Mobile	\$	0.5764
Malaysia	\$	0.0744
Malaysia-Mobile	\$	0.1674
Maldives	\$	1.0971
Mali	\$	0.9112
Mali-Mobile	\$	0.9112
Malta	\$	0.5393
Malta-Mobile	\$	1.0320
Marshall Islands	\$	1.2831
Martinique	\$	1.0413
Martinique-Mobile	\$	1.1901
Mauritania	\$	1.0971
Mauritius	\$	0.9112
Mayotte	\$	0.5393
Mayotte-Mobile	\$	1.5248
Mexico	\$	0.5393
Mexico-Mobile	\$	0.8926
Micronesia	\$	1.0971
Moldova	\$	0.4463
Moldova-Mobile	\$	0.5393
Monaco	\$	0.2603
Monaco-Mobile	\$	0.9669
Mongolia	\$	0.3533
Montserrat	\$	0.9112
Morocco	\$	0.9112
Morocco-Mobile	\$	1.0971
Mozambique	\$	0.5393
Mozambique-Mobile	\$	0.7066
Myanmar	\$	1.4690
Namibia	\$	0.5393
Namibia-Mobile	\$	0.9483
National	\$	0.0368
Nauru	\$	4.1467
Nepal	\$	1.0971
Netherlands	\$	0.1488
Netherlands Antilles	\$	0.7252
Netherlands Ant-Mob	\$	0.7252
Netherlands-Mobile	\$	1.0971
New Caledonia	\$	1.2831
New Caledonia-Mobile	\$	1.2831
New Zealand	\$	0.0651
New Zealand-Mobile	\$	1.0971
Nicaragua	\$	0.7252
Nicaragua-Mobile	\$	0.7252
Niger	\$	0.7252
Nigeria	\$	0.3533
Nigeria-Mobile	\$	0.9112
Niue	\$	2.9380
Norfolk Island	\$	3.3285
Northern Marianas	\$	0.2603
Norway	\$	0.0744
Norway-Mobile	\$	0.7252
Oman	\$	0.7252
Pakistan	\$	0.9112
Pakistan-Mobile	\$	1.0971
Palau	\$	3.0124
Palestine	\$	0.4909
Palestine-Mobile	\$	1.0599
Panama	\$	0.3533
Panama-Mobile	\$	0.7252
Papua New Guinea	\$	2.5475
Paraguay	\$	0.5393
Paraguay-Mobile	\$	0.7252
Peru	\$	0.2603

Peru-Mobile	\$	0.9112
Philippines	\$	0.4091
Philippines-Mobile	\$	0.5950
Poland	\$	0.0744
Poland-Mobile	\$	0.9112
Portugal	\$	0.0744
Portugal-Mobile	\$	0.9112
Puerto Rico	\$	0.1469
Qatar	\$	1.2831
Qatar-Mobile	\$	1.2831
Reunion	\$	0.5393
Reunion-Mobile	\$	0.7252
Romania	\$	0.5393
Romania-Mobile	\$	0.9112
Russia	\$	0.5393
Russia-Mobile	\$	0.7252
Rwanda	\$	0.7252
San Marino	\$	0.7345
Sao Tome & Principe	\$	3.7004
Saudi Arabia	\$	0.9112
Saudi Arabia-Mobile	\$	0.9112
Senegal	\$	0.7252
Senegal-Mobile	\$	0.9112
Serbia	\$	0.5393
Serbia-Mobile	\$	0.9112
Service - 012	\$	0.1860
Service - 013	\$	0.1860
Service - 1225	\$	1.8595
Service - 13	\$	0.0389
Service - 6114	\$	4.2769
Service - 6117	\$	4.2769
Seychelles	\$	0.9112
Sierra Leone	\$	1.0971
Sierra Leone-Mobile	\$	1.0971
Singapore	\$	0.0651
Singapore-Mobile	\$	0.0539
Slovakia	\$	0.6694
Slovakia-Mobile	\$	0.9112
Slovenia	\$	1.0227
Slovenia-Mobile	\$	1.1715
Solomon Islands	\$	3.1426
Somalia	\$	2.3988
South Africa	\$	0.1674
South Africa-Mobile	\$	0.7996
Spain	\$	0.0744
Spain-Mobile	\$	0.9112
Sri Lanka	\$	0.7252
Sri Lanka-Mobile	\$	0.7252
St. Helena	\$	3.6632
St. Kitts & Nevis	\$	0.7252
St. Lucia	\$	0.9112
St. Pierre	\$	0.9669
St. Vincents	\$	0.7252
Sudan	\$	0.4091
Suriname	\$	1.0971
Suriname-Mobile	\$	1.0971
Swaziland	\$	0.5393
Sweden	\$	0.0744
Sweden-Mobile	\$	0.9112
Switzerland	\$	0.0744
Switzerland-Mobile	\$	1.0971
Syria	\$	0.2864
Syria-Mobile	\$	0.7252
Taiwan	\$	0.0651
Taiwan-Mobile	\$	0.3533
Tajikistan	\$	0.5207
Tanzania	\$	0.9112
Tanzania-Mobile	\$	0.9112
Thailand	\$	0.0911
Togo	\$	0.9112
Tokelau	\$	3.2913

Tonga	\$	1.2273
Tonga-Mobile	\$	1.3017
Trinidad & Tobago	\$	0.5393
Tunisia	\$	0.9112
Turkey	\$	0.5393
Turkey-Mobile	\$	0.7252
Turkmenistan	\$	0.7252
Turks	\$	0.8926
Turks-Mobile	\$	0.9483
Tuvalu	\$	1.8409
Uganda	\$	0.5393
UK	\$	0.0651
UK-Mobile	\$	0.7252
Ukraine	\$	0.5393
Ukraine-Mobile	\$	0.5393
UK-Service land	\$	1.5620
United Arab Emirates	\$	0.3477
United Arab-Mob	\$	0.9112
Uruguay	\$	0.5393
Uruguay-Mobile	\$	0.5393
USA	\$	0.0651
Uzbekistan	\$	0.5393
Vanuatu	\$	1.6550
Vanuatu-Mobile	\$	2.0269
Venezuela	\$	0.2603
Venezuela-Mobile	\$	0.7252
Vietnam	\$	1.2831
Vietnam-Mobile	\$	1.2831
Wallis & Futuna	\$	7.1963
Western Samoa	\$	1.2831
Yemen	\$	0.7252
Zaire	\$	1.2831
Zambia	\$	0.3533
Zambia-Mobile	\$	0.5671
Zimbabwe	\$	0.2603
Zimbabwe-Mobile	\$	1.1994

## 5. NBN Voice

This product refers to:

- A Voice product delivered via the National Broadband Network (NBN), UNI-V Service.
- This is a voice channel that allows connection from your PBX or Analogue phone to make and receive phone calls.

### Product Details & Specifications

- A Maximum of 2 UNI-V services can be activated per NBN Service.
- You can port your existing numbers (max 2) over to us under Local Number Portability (LNP) – See Porting. This excludes ports from Symbio.
- The Service excludes: Medical Services, Preselect or Override to Other Carriers, Priority Assistance Service, Line Hunt and calls to numbers starting with 19/1900 or 0500.

### Service Activation

- You understand that it is your responsibility to check the terms of your contract with your current provider, to determine if there will be any consequences under that contract as a result of connecting a service with us (such as an Early Termination Fee).
- We will supply for Service from the date the activation or transfer with us takes effect (we will notify you when this happens)
- You authorise us to act on your behalf to facilitate the transfer of your Service from another provider.
- The Date the service is transferred or activated with us is the date the contract period of the service begins.

### Service Cancellation

If you choose to cancel your service, you will need to let us know in writing.

- The Early Termination Fee (ETF) is \$15 plus GST per Service times the number of remaining months in the contract period.

### Order Withdrawal

If you withdraw the order prior to activation a withdrawal fee of \$100 plus GST applies. The withdrawal request must be received in writing 2 business days before the scheduled cutover of your service otherwise standard early termination fees as detailed in “Service Cancellation” above apply.

### Faults

- The service provided is a best efforts service. There is no financial rebates available for service performance, uptime or fault conditions.
- In the event you have service difficulties, you can notify our Customer Service Team.
- You will be required to assist with a reasonable level of troubleshooting to assist us in identifying the cause of the service difficulties.
- If the event a fault needs to be lodged with our upstream carrier, you agree to the possibility of an Incorrect Callout Fee being charged in the event no fault is found with our service.
- In the event the fault lies beyond the network boundary point as defined by the carrier, an Incorrect Callout Fee of \$120 plus GST, plus \$35 plus GST per 15 minutes or part thereof may apply.
- You are responsible for providing appropriate, correctly configured hardware (Phone or Phone System etc.) as required to use your service.

### NBN Voice Calls to International

International Calls	Per Minute
Afghanistan	\$ 0.7639
Afghanistan Mobile	\$ 0.6761
Albania	\$ 0.6737
Albania Mobile	\$ 0.9731
Algeria	\$ 0.1762
Algeria Mobile	\$ 1.1513

American Samoa	\$	0.0995
American Samoa Mobile	\$	0.0995
Andorra	\$	0.0569
Andorra Mobile	\$	0.5213
Angola	\$	0.1593
Angola Mobile	\$	0.5722
Anguilla	\$	0.8476
Antarctica	\$	4.3882
Antigua and Barbuda	\$	0.5693
Antigua and Barbuda Mobile	\$	0.7414
Argentina	\$	0.0167
Argentina City	\$	0.0167
Argentina Mobile	\$	0.3535
Armenia	\$	0.3895
Armenia Mobile	\$	0.6188
Aruba	\$	0.3629
Aruba Mobile	\$	0.8303
Ascension	\$	4.4397
Austria	\$	0.0198
Austria City	\$	0.0198
Austria Mobile	\$	0.0563
Azerbaijan	\$	0.7214
Azerbaijan Mobile	\$	1.0073
Bahamas	\$	0.1908
Bahamas Mobile	\$	0.5369
Bahrain	\$	0.1541
Bahrain Mobile	\$	0.1784
Bangladesh	\$	0.0900
Bangladesh City	\$	0.0900
Bangladesh Mobile	\$	0.0900
Barbados	\$	0.6566
Barbados Mobile	\$	0.6206
Belarus	\$	1.0906
Belarus Mobile	\$	1.1977
Belgium	\$	0.0479
Belgium City	\$	0.0479
Belgium Mobile	\$	0.0727
Belize	\$	0.8773
Belize Mobile	\$	0.9052
Benin	\$	0.7551
Benin Mobile	\$	0.6507
Bermuda	\$	0.0997
Bhutan	\$	0.2513
Bhutan Mobile	\$	0.2030
Bolivia	\$	0.3204
Bolivia City	\$	0.3204
Bolivia Mobile	\$	0.6163
Bosnia and Herzegovina	\$	0.4203
Bosnia and Herzegovina Mobile	\$	0.4545
Botswana	\$	0.2063
Botswana Mobile	\$	0.3591
Brazil	\$	0.0243
Brazil City	\$	0.0243
Brazil Mobile	\$	0.3535
British Indian Ocean Territory	\$	0.6215
Brunei Darussalam	\$	0.0736
Brunei Darussalam Mobile	\$	0.1193
Bulgaria	\$	0.0182
Bulgaria City	\$	0.0182
Bulgaria Mobile	\$	0.0630
Burkina Faso	\$	0.7346
Burkina Faso Mobile	\$	1.0773
Burundi	\$	0.4646
Burundi Mobile	\$	1.4078
Cambodia	\$	0.2171
Cambodia City	\$	0.2171
Cambodia Mobile	\$	0.2147
Cameroon	\$	0.4797
Cameroon Mobile	\$	0.9596
Canada	\$	0.0068
Canada Mobile	\$	0.0068

Cape Verde	\$	0.6955
Cape Verde Mobile	\$	1.0388
Cayman Islands	\$	0.3213
Cayman Islands Mobile	\$	0.7268
Central African Republic	\$	1.1889
Central African Republic Mobile	\$	0.9398
Chad	\$	0.5652
Chad Mobile	\$	2.2626
Chile	\$	0.0369
Chile City	\$	0.0369
Chile Mobile	\$	0.0567
China	\$	0.0324
China City	\$	0.0324
China Mobile	\$	0.0324
Colombia	\$	0.0455
Colombia City	\$	0.0455
Colombia Mobile	\$	0.0808
Comoros	\$	0.8354
Comoros Mobile	\$	1.1700
Congo	\$	0.7616
Congo Mobile	\$	1.2483
Congo, Democratic Republic of the	\$	0.6980
Congo, Democratic Republic of the Mobile	\$	0.9878
Cook Islands	\$	2.8800
Cook Islands Mobile	\$	3.1388
Costa Rica	\$	0.0657
Costa Rica Mobile	\$	0.1980
Cote D'Ivoire	\$	0.9810
Cote D'Ivoire Mobile	\$	0.8685
Croatia	\$	0.1321
Croatia City	\$	0.1321
Croatia Mobile	\$	0.7785
Cuba	\$	2.0954
Cuba City	\$	2.0954
Cuba Mobile	\$	3.0762
Cyprus	\$	0.0218
Cyprus Mobile	\$	0.0974
Czech Republic	\$	0.0682
Czech Republic City	\$	0.0682
Czech Republic Mobile	\$	0.2601
Denmark	\$	0.0232
Denmark City	\$	0.0232
Denmark Mobile	\$	0.0551
Djibouti	\$	1.3127
Djibouti Mobile	\$	1.3163
Dominica	\$	0.7223
Dominica Mobile	\$	0.9137
Dominican Republic	\$	0.0819
Dominican Republic Mobile	\$	0.2727
Ecuador	\$	0.4232
Ecuador City	\$	0.4232
Ecuador Mobile	\$	0.6932
Egypt	\$	0.2745
Egypt City	\$	0.2745
Egypt Mobile	\$	0.2273
El Salvador	\$	0.4419
El Salvador Mobile	\$	0.5013
Equatorial Guinea	\$	0.9239
Equatorial Guinea Mobile	\$	0.9551
Eritrea	\$	0.7846
Eritrea City	\$	0.7846
Eritrea Mobile	\$	0.7448
Estonia	\$	0.0725
Estonia Mobile	\$	0.9299
Ethiopia	\$	0.8003
Ethiopia City	\$	0.8003
Ethiopia Mobile	\$	0.7639
Falkland Islands (Malvinas)	\$	4.5412
Faroe Islands	\$	0.1627
Faroe Islands Mobile	\$	0.6469

Fiji	\$	0.6541
Fiji Mobile	\$	0.6541
Finland	\$	0.1118
Finland City	\$	0.1118
Finland Mobile	\$	0.1172
France	\$	0.0203
France City	\$	0.0203
France Mobile	\$	0.0880
French Guiana	\$	0.0500
French Guiana Mobile	\$	1.0204
French Polynesia	\$	0.8183
Gabon	\$	0.9911
Gabon Mobile	\$	0.9911
Gambia	\$	1.7613
Gambia Mobile	\$	1.9823
Georgia	\$	0.4534
Georgia Mobile	\$	0.4534
Germany	\$	0.0191
Germany City	\$	0.0191
Germany Mobile	\$	0.0968
Ghana	\$	0.8431
Ghana City	\$	0.8431
Ghana Mobile	\$	0.7216
Gibraltar	\$	0.1238
Gibraltar Mobile	\$	0.5760
Global Mobile Satellite System	\$	12.0555
Greece	\$	0.0675
Greece City	\$	0.0675
Greece Mobile	\$	0.2475
Greenland	\$	0.9000
Greenland Mobile	\$	1.5462
Grenada	\$	0.7223
Grenada Mobile	\$	0.7425
Group of Countries	\$	2.2500
Guadeloupe	\$	0.0263
Guadeloupe Mobile	\$	0.0743
Guam	\$	0.0587
Guatemala	\$	0.3080
Guatemala Mobile	\$	0.4007
Guernsey	\$	0.0065
Guinea	\$	1.0017
Guinea Mobile	\$	1.2920
Guinea-Bissau	\$	1.7656
Guyana	\$	0.8161
Guyana Mobile	\$	0.7778
Haiti	\$	0.7895
Haiti Mobile	\$	0.9002
Holy See (Vatican City State)	\$	0.0169
Honduras	\$	0.3222
Honduras Mobile	\$	0.4696
Hong Kong	\$	0.0461
Hong Kong Mobile	\$	0.0754
Hungary	\$	0.0142
Hungary City	\$	0.0142
Hungary Mobile	\$	0.1188
Iceland	\$	0.0446
Iceland Mobile	\$	0.0909
India	\$	0.0563
India City	\$	0.0563
India Mobile	\$	0.0563
Indonesia	\$	0.0947
Indonesia City	\$	0.0947
Indonesia Mobile	\$	0.1262
Inmarsat Atlantic Ocean-East	\$	18.0000
Inmarsat Atlantic Ocean-West	\$	18.0000
Inmarsat Indian Ocean	\$	18.0000
Inmarsat Pacific Ocean	\$	18.0000
Inmarsat Single Number Access	\$	18.0000
International Freephone Service	\$	-
International Networks	\$	5.1503
International Shared Cost Service	\$	18.0000

Iran	\$	0.3789
Iran City	\$	0.3789
Iran Mobile	\$	0.4759
Iraq	\$	0.4988
Iraq City	\$	0.4988
Ireland	\$	0.0090
Ireland City	\$	0.0090
Ireland Mobile	\$	0.1474
Isle of Man	\$	0.0068
Isle of Man Mobile	\$	0.0576
Israel	\$	0.0180
Israel City	\$	0.0180
Israel Mobile	\$	0.0707
Italy	\$	0.0135
Italy City	\$	0.0135
Italy Mobile	\$	0.0135
Jamaica	\$	0.5924
Jamaica Mobile	\$	0.6449
Japan	\$	0.0655
Japan City	\$	0.0655
Japan Mobile	\$	0.2250
Jersey	\$	0.0068
Jersey Mobile	\$	0.0675
Jordan	\$	0.1469
Jordan City	\$	0.1469
Jordan Mobile	\$	0.3413
Kazakhstan	\$	0.0457
Kazakhstan Mobile	\$	0.5220
Kenya	\$	0.3548
Kenya City	\$	0.3548
Kenya Mobile	\$	0.4275
Kiribati	\$	2.4127
Kiribati Mobile	\$	5.0504
Korea, Democratic People's Republic of	\$	1.4636
Korea, Republic of	\$	0.0326
Korea, Republic of City	\$	0.0326
Korea, Republic of Mobile	\$	0.0585
Kuwait	\$	0.1526
Kuwait Mobile	\$	0.2671
Kyrgyz Republic	\$	0.3956
Kyrgyz Republic Mobile	\$	0.6458
Lao People's Democratic Republic	\$	0.2617
Lao People's Democratic Republic Mobile	\$	0.3056
Latvia	\$	0.0338
Latvia Mobile	\$	0.0900
Lebanon	\$	0.2761
Lebanon City	\$	0.2761
Lebanon Mobile	\$	0.5625
Lesotho	\$	0.7961
Lesotho Mobile	\$	0.6435
Liberia	\$	1.0112
Liberia Mobile	\$	1.3867
Libyan Arab Jamahiriya	\$	0.9155
Libyan Arab Jamahiriya Mobile	\$	0.9792
Liechtenstein	\$	0.2171
Liechtenstein Mobile	\$	2.3218
Lithuania	\$	0.0466
Lithuania Mobile	\$	0.0783
Luxembourg	\$	0.0326
Luxembourg Mobile	\$	0.0963
Macau	\$	0.1658
Macau Mobile	\$	0.2207
Macedonia	\$	0.1530
Macedonia Mobile	\$	1.1131
Madagascar	\$	1.4254
Madagascar Mobile	\$	1.9991
Malawi	\$	0.6021
Malawi Mobile	\$	1.2071
Malaysia	\$	0.0338
Malaysia City	\$	0.0338



Malaysia Mobile	\$	0.0536
Maldives	\$	2.6431
Maldives Mobile	\$	2.8141
Mali	\$	0.7043
Mali Mobile	\$	1.2740
Malta	\$	0.0315
Malta Mobile	\$	0.0900
Marshall Islands	\$	0.9446
Martinique	\$	0.0581
Martinique Mobile	\$	0.1080
Mauritania	\$	1.2188
Mauritania Mobile	\$	1.3871
Mauritius	\$	0.3971
Mauritius Mobile	\$	0.3971
Mayotte	\$	0.3188
Mayotte Mobile	\$	0.3188
Mexico	\$	0.0101
Mexico City	\$	0.0101
Mexico Mobile	\$	0.0560
Micronesia	\$	0.6228
Micronesia Mobile	\$	0.6228
Misc Services UN Humanitarian	\$	0.0563
Moldova	\$	0.8330
Moldova Mobile	\$	0.7162
Monaco	\$	0.2250
Monaco Mobile	\$	1.0409
Mongolia	\$	0.1073
Mongolia Mobile	\$	0.1073
Montenegro	\$	0.3609
Montenegro City	\$	0.3609
Montenegro Mobile	\$	1.4357
Montserrat	\$	0.7612
Montserrat Mobile	\$	0.9218
Morocco	\$	0.0558
Morocco City	\$	0.0558
Morocco Mobile	\$	1.0094
Mozambique	\$	0.1728
Mozambique City	\$	0.1728
Mozambique Mobile	\$	0.1728
Myanmar	\$	0.5171
Myanmar Mobile	\$	0.5171
Namibia	\$	0.1571
Namibia Mobile	\$	0.3533
Nauru	\$	3.8657
Nauru Mobile	\$	3.5357
Nepal	\$	0.3663
Nepal City	\$	0.3663
Nepal Mobile	\$	0.3663
Netherlands	\$	0.0214
Netherlands Antilles	\$	0.3049
Netherlands Antilles Mobile	\$	0.4050
Netherlands City	\$	0.0214
Netherlands Mobile	\$	0.1087
New Caledonia	\$	0.5103
New Caledonia Mobile	\$	0.5108
New Zealand	\$	0.0376
New Zealand City	\$	0.0376
New Zealand Mobile	\$	0.1301
Nicaragua	\$	0.5117
Nicaragua Mobile	\$	1.0096
Niger	\$	0.5832
Niger Mobile	\$	1.0726
Nigeria	\$	0.2500
Nigeria City	\$	0.2500
Nigeria Mobile	\$	0.2403
Niue	\$	3.3406
Norfolk Island	\$	3.9751
Norfolk Island Mobile	\$	3.9751
Northern Mariana Islands	\$	0.1053
Norway	\$	0.0304
Norway City	\$	0.0304

Norway Mobile	\$	0.0605
Oman	\$	0.4050
Oman Mobile	\$	0.6750
Pakistan	\$	0.0675
Pakistan City	\$	0.0675
Pakistan Mobile	\$	0.0675
Palau	\$	0.9000
Palestinian Territory, Occupied	\$	0.5175
Palestinian Territory, Occupied Mobile	\$	0.5587
Panama	\$	0.0900
Panama City	\$	0.0900
Panama Mobile	\$	0.4046
Papua New Guinea	\$	1.2832
Papua New Guinea Mobile	\$	1.5750
Paraguay	\$	0.1053
Paraguay City	\$	0.1053
Paraguay Mobile	\$	0.1343
Peru	\$	0.0239
Peru City	\$	0.0239
Peru Mobile	\$	0.1352
Philippines	\$	0.2700
Philippines City	\$	0.2700
Philippines Mobile	\$	0.4050
Poland	\$	0.0308
Poland City	\$	0.0308
Poland Mobile	\$	0.0675
Portugal	\$	0.0169
Portugal City	\$	0.0169
Portugal Mobile	\$	0.0563
Puerto Rico	\$	0.0225
Qatar	\$	0.4950
Qatar Mobile	\$	0.5837
Reunion	\$	0.0545
Reunion Mobile	\$	0.1672
Romania	\$	0.0349
Romania City	\$	0.0349
Romania Mobile	\$	0.1591
Russian Federation	\$	0.0338
Russian Federation City	\$	0.0338
Russian Federation Mobile	\$	0.0900
Rwanda	\$	0.9533
Rwanda Mobile	\$	0.9378
Saint Helena	\$	4.4872
Saint Kitts and Nevis	\$	0.9023
Saint Lucia	\$	0.7072
Saint Lucia Mobile	\$	0.7466
Saint Pierre and Miquelon	\$	0.9007
Saint Vincent and the Grenadines	\$	0.7223
Saint Vincent and the Grenadines Mobile	\$	0.7875
Samoa	\$	1.7138
Samoa Mobile	\$	1.7917
San Marino	\$	0.0860
San Marino Mobile	\$	0.8550
Sao Tome and Principe	\$	0.8237
Sao Tome and Principe Mobile	\$	2.4161
Saudi Arabia	\$	0.2561
Saudi Arabia City	\$	0.2561
Saudi Arabia Mobile	\$	0.4500
Senegal	\$	0.6300
Senegal City	\$	0.6300
Senegal Mobile	\$	0.9731
Serbia	\$	0.3283
Serbia City	\$	0.3283
Serbia Mobile	\$	0.5171
Seychelles	\$	0.3492
Seychelles Mobile	\$	2.2500
Sierra Leone	\$	1.3050
Sierra Leone Mobile	\$	1.5750
Singapore	\$	0.0191
Singapore Mobile	\$	0.0191

Slovakia	\$	0.0182
Slovakia Mobile	\$	0.1841
Slovenia	\$	0.0356
Slovenia Mobile	\$	0.1323
Solomon Islands	\$	2.4296
Solomon Islands Mobile	\$	3.0375
Somalia	\$	1.3500
Somalia City	\$	1.3500
Somalia Mobile	\$	1.7474
South Africa	\$	0.0637
South Africa City	\$	0.0637
South Africa Mobile	\$	0.0900
Spain	\$	0.0182
Spain City	\$	0.0182
Spain Mobile	\$	0.0182
Sri Lanka	\$	0.4050
Sri Lanka City	\$	0.4050
Sri Lanka Mobile	\$	0.4050
Sudan	\$	0.9439
Sudan Mobile	\$	0.4907
Suriname	\$	0.6503
Suriname Mobile	\$	1.0040
Swaziland	\$	0.0974
Swaziland Mobile	\$	0.4169
Sweden	\$	0.0097
Sweden City	\$	0.0097
Sweden Mobile	\$	0.0576
Switzerland	\$	0.0434
Switzerland City	\$	0.0434
Switzerland Mobile	\$	0.3641
Syria	\$	0.3071
Syria Mobile	\$	0.4493
Taiwan	\$	0.0450
Taiwan City	\$	0.0450
Taiwan Mobile	\$	0.2993
Tajikistan	\$	0.5441
Tajikistan Mobile	\$	0.5040
Tanzania	\$	0.4984
Tanzania City	\$	0.4984
Tanzania Mobile	\$	0.4984
Thailand	\$	0.0243
Thailand City	\$	0.0243
Thailand Mobile	\$	0.0338
Timor-Leste	\$	1.7791
Timor-Leste Mobile	\$	1.7791
Togo	\$	1.0683
Togo Mobile	\$	1.2697
Tokelau	\$	4.8391
Tonga	\$	1.5867
Tonga Mobile	\$	1.8097
Trinidad and Tobago	\$	0.1946
Trinidad and Tobago Mobile	\$	0.6030
Tunisia	\$	1.0919
Tunisia Mobile	\$	1.5750
Turkey	\$	0.1143
Turkey City	\$	0.1143
Turkey Mobile	\$	0.1143
Turkmenistan	\$	0.3600
Turkmenistan Mobile	\$	0.5945
Turks and Caicos Islands	\$	0.6950
Turks and Caicos Islands Mobile	\$	0.9272
Tuvalu	\$	4.3938
Uganda	\$	0.6334
Uganda Mobile	\$	0.6334
Ukraine	\$	0.3836
Ukraine City	\$	0.3836
Ukraine Mobile	\$	0.6750
United Arab Emirates	\$	0.5632
United Arab Emirates City	\$	0.5632
United Arab Emirates Mobile	\$	0.4691
United Kingdom	\$	0.0068

United Kingdom City	\$	0.0068
United Kingdom Mobile	\$	0.0576
United States	\$	0.0360
Uruguay	\$	0.1755
Uruguay City	\$	0.1755
Uruguay Mobile	\$	0.6086
Uzbekistan	\$	0.1046
Uzbekistan Mobile	\$	0.1521
Vanuatu	\$	1.7883
Vanuatu Mobile	\$	2.1375
Venezuela	\$	0.0808
Venezuela City	\$	0.0808
Venezuela Mobile	\$	0.1161
Vietnam	\$	0.2250
Vietnam City	\$	0.2250
Vietnam Mobile	\$	0.2493
Virgin Islands, British	\$	0.8213
Virgin Islands, U.S.	\$	0.0612
Wallis and Futuna Islands	\$	1.0899
Yemen	\$	0.6003
Yemen Mobile	\$	0.6044
Zambia	\$	0.2732
Zambia Mobile	\$	0.3728
Zimbabwe	\$	0.2786
Zimbabwe Mobile	\$	1.3930

## 6. Cloud Office – CloudPBX

This product refers to:

- A Voice product delivered either over the Internet or private access method into our Cloud PBX platform.
- Cloud PBX is a business grade offering that exists as a fully featured alternative to traditional on-site PBX systems. This product may be sold as either stand alone, or bundled with Internet Access/Private VPN tail.

### Product Details & Specifications

- It is a condition of sale for this product that you must use handsets provided by us. These handsets are selected from an approved list and are provided to you pre-configured as per the requirements you provide us. In the event you use a softphone or attempt to configure these services on hardware not provided by us, you will be in breach of our service terms and conditions and may have your service terminated.
- Hardware can either be purchased outright, or in rental agreements of varying duration. Hardware purchased outright comes with a 12 Months manufacturer warranty. Hardware under a rental agreement will be warranted (under a manufacturer's warranty) for the term of the rental agreement.
- At the time your rental agreement ceases, you are responsible for returning the handsets within 30 days, or the cost of the handsets will be invoiced to you.
- All CloudPBX services come with 1 phone number. Additional numbers are available for purchase, in blocks of 10 or 100. We may provide Out of Area Geographic numbers when you request new numbers for your CloudPBX Service. It is important to note:
  - If you request Out of Area Geographic Numbers you may be unable to port these numbers to another carrier when you choose to leave us.
- You can port your existing numbers over to us under Local Number Portability (LNP) – See Porting
- Upon request, we are able to provide you with access to the Cloud PBX portal, wherein you can perform basic adds/moves/changes to your own services. Alternatively, simply call our Customer Service team for all Adds / Moves and Changes (remote work only).
- You will be required to provide detailed descriptions of the Call Flow and Dial Plan requirements you have for this service. We are unable to proceed with your order unless you have provided us with your configuration requirements.

### Service Activation

- You understand that it is your responsibility to check the terms of your contract with your current provider, to determine if there will be any consequences under that contract as a result of connecting a service with us (such as an Early Termination Fee).
- We will supply for Service from the date the activation or transfer with us takes effect (we will notify you when this happens)
- You authorise us to act on your behalf to facilitate the transfer of your Service from another provider.
- The Date the service is transferred or activated with us is the date the contract period of the service begins.

### Service Cancellation

If you choose to cancel your service, you will need to let us know in writing.

- The Early Termination Fee (ETF) is the total of all Monthly charges and hardware rental charges (if applicable) times the number of remaining months in the contract period.
- If you cancel your service, outside the contract period, then you will need to return any hardware supplied as a rental. (See General Terms & Conditions Clause 13).

### Order Withdrawal

If you withdraw the order prior to activation a withdrawal fee of \$450 plus GST applies. The withdrawal request must be received in writing 2 business days before the scheduled cutover of your service otherwise standard early termination fees as detailed in "Service Cancellation" above apply.

## Faults

- The service provided is a best efforts service. There is no financial rebates available for service performance, uptime or fault conditions.
- In the event you have service difficulties, you can notify our Customer Service Team.
- You will be required to assist with a reasonable level of troubleshooting to assist us in identifying the cause of the service difficulties.
- If the event a fault needs to be lodged with our upstream carrier, you agree to the possibility of an Incorrect Callout Fee being charged in the event no fault is found with our service.
- In the event the fault lies beyond the network boundary point as defined by the carrier, an Incorrect Callout Fee of \$120 plus GST, plus \$35 plus GST per 15 minutes or part thereof may apply.
- You are responsible for providing appropriate, correctly configured hardware (Modem, Router, Switches etc.) as required to use your service.

## CloudPBX Calls to International

International Calls (per Minute)	to Landline	to Mobile
Aero-Atlantic East	\$ 12.8492	N/A
Aero-Atlantic West	\$ 12.8492	N/A
Aero-Indian	\$ 12.8492	N/A
Aero-Pacific	\$ 12.8492	N/A
Afghanistan	\$ 0.5393	\$ 0.5764
Albania	\$ 0.5579	\$ 0.5579
Algeria	\$ 0.4277	\$ 0.4277
American Samoa	\$ 0.1860	\$ 0.1860
Andorra	\$ 0.5579	\$ 0.5579
Angola	\$ 0.3719	\$ 0.3719
Anguilla	\$ 0.4835	\$ 0.4835
Antarctica	\$ 3.1612	\$ 3.1612
Antigua & Barbuda	\$ 0.2975	\$ 0.2975
Argentina	\$ 0.1488	\$ 0.5207
Armenia	\$ 0.7066	\$ 0.7066
Aruba	\$ 0.4835	\$ 0.4835
Ascension Island	\$ 1.4690	\$ 1.4690
Austria	\$ 0.0744	\$ 0.2603
Azerbaijan Republic	\$ 0.5207	\$ 0.5207
BT/Geoverse	\$ 0.3161	N/A
Bahamas	\$ 0.1116	\$ 0.1116
Bahrain	\$ 0.1674	\$ 0.2231
Bangladesh	\$ 0.0930	\$ 0.1488
Barbados	\$ 0.5207	\$ 0.5207
Belarus	\$ 0.6508	\$ 0.6508
Belgium	\$ 0.0744	\$ 0.5764
Belize	\$ 0.5950	\$ 0.5950
Benin	\$ 0.4277	\$ 0.4277
Bermuda	\$ 0.1302	\$ 0.1302
Bhutan	\$ 0.2417	\$ 0.2417
Bolivia	\$ 0.3533	\$ 0.3533
Bosnia & Herzegovina	\$ 0.2975	\$ 0.6880
Botswana	\$ 0.4649	\$ 0.4649
Brazil	\$ 0.2603	\$ 0.4277
Brunei	\$ 0.1488	\$ 0.1488
Bulgaria	\$ 0.5021	\$ 0.7996
Burkina Faso	\$ 0.5207	\$ 0.5207
Burundi	\$ 0.2417	\$ 0.2417
Cambodia	\$ 0.2417	\$ 0.2417
Cameroon	\$ 0.5207	\$ 0.5207
Canada	\$ 0.0558	\$ 0.0558
Cape Verde	\$ 0.6322	\$ 0.6322
Cayman Islands	\$ 0.4091	\$ 0.4091
Central African Republic	\$ 0.9483	\$ 0.9483
Chad	\$ 0.2975	\$ 0.2975
Chile	\$ 0.2417	\$ 0.2417
China	\$ 0.0558	\$ 0.0558
Colombia	\$ 0.2417	\$ 0.2417
Comoros Island	\$ 0.8926	\$ 0.8926

Congo	\$	0.3905	\$	0.3905
Cook Islands	\$	1.4318	\$	1.4318
Costa Rica	\$	0.1488	\$	0.1488
Croatia	\$	0.0744	\$	0.3905
Cuba	\$	2.2314	\$	2.2314
Cyprus	\$	0.0744	\$	0.1116
Czech Republic	\$	0.0930	\$	0.4091
Denmark	\$	0.0744	\$	0.4091
Diego Garcia	\$	2.0083	\$	2.0083
Djibouti	\$	0.7996	\$	0.7996
Dominica Islands	\$	0.5207	\$	0.5207
Dominican Republic	\$	0.2417	\$	0.2417
East Timor	\$	2.9566	\$	2.9752
Ecuador	\$	0.4649	\$	0.4649
Egypt	\$	0.2417	\$	0.2417
El Salvador	\$	0.5021	\$	0.5021
Equatorial Guinea	\$	0.5393	\$	0.5393
Eritrea	\$	0.5764	\$	0.5764
Estonia	\$	0.0744	\$	0.4649
Ethiopia	\$	0.6508	\$	0.6508
Faeroe Islands	\$	0.6508	\$	0.6508
Falkland Islands	\$	1.4132	\$	1.4132
Fiji	\$	0.4463	\$	0.5579
Finland	\$	0.1302	\$	0.2417
France	\$	0.0744	\$	0.3161
French Polynesia	\$	0.7066	\$	0.7066
Fyr Macedonia	\$	0.0930	\$	0.6322
Gabonese Republic	\$	0.5021	\$	0.5021
Gambia	\$	0.8740	\$	0.8740
Georgia	\$	0.2417	\$	0.2417
Germany	\$	0.0558	\$	0.4649
Ghana	\$	0.4277	\$	0.4277
Gibraltar	\$	0.7252	\$	0.7252
Greece	\$	0.0558	\$	0.3161
Greenland	\$	1.3388	\$	1.3388
Grenada	\$	0.5207	\$	0.5207
Guadeloupe	\$	0.7996	\$	0.7996
Guam	\$	0.0744	\$	0.0744
Guantanamo Bay	\$	0.0744	\$	0.0744
Guatemala	\$	0.2789	\$	0.2789
Guiana French	\$	0.7624	\$	0.7624
Guinea Bissau	\$	0.9855	\$	0.9855
Guinea Republic	\$	0.5021	\$	0.5021
Guyana	\$	0.6322	\$	0.6322
Haiti	\$	0.5207	\$	0.5207
Honduras	\$	0.3533	\$	0.3533
Hong Kong	\$	0.0744	\$	0.0744
Hungary	\$	0.0558	\$	0.2417
Iceland	\$	0.4649	\$	0.4649
India	\$	0.1302	\$	0.1302
Indonesia	\$	0.2417	\$	0.2417
Inmarsat A Atlantic East	\$	7.6426	N/A	
Inmarsat A Atlantic West	\$	7.6426	N/A	
Inmarsat A Indian	\$	7.6426	N/A	
Inmarsat A Pacific	\$	7.0661	N/A	
Inmarsat B Atlantic East	\$	2.9566	N/A	
Inmarsat B Atlantic West	\$	2.9566	N/A	
Inmarsat B Indian	\$	2.9566	N/A	
Inmarsat B Pacific	\$	2.9566	N/A	
Inmarsat M Atlantic East	\$	2.2500	N/A	
Inmarsat M Atlantic West	\$	2.2500	N/A	
Inmarsat M Indian	\$	2.2500	N/A	
Inmarsat M Pacific	\$	2.2500	N/A	
Inmarsat Mini M - Atlantic East	\$	2.2500	N/A	
Inmarsat Mini M - Atlantic West	\$	2.2500	N/A	
Inmarsat Mini M - Indian	\$	2.2500	N/A	
Inmarsat Mini M - Pacific	\$	2.2500	N/A	
Iran	\$	0.2231	\$	0.2417
Iraq	\$	0.2231	\$	0.2603
Ireland	\$	0.0558	\$	0.3905
Iridium Globalstar	\$	8.2004	N/A	

Iridium International	\$	8.2004	N/A
Iridium National	\$	8.2004	N/A
Israel	\$	0.0558	\$ 0.2231
Italy	\$	0.0558	\$ 0.4463
Ivory Coast	\$	0.5950	\$ 0.5950
Jamaica	\$	0.4277	\$ 0.4277
Japan	\$	0.0744	\$ 0.3161
Jordan	\$	0.0744	\$ 0.2231
Kazakhstan	\$	0.2975	\$ 0.2975
Kenya	\$	0.2603	\$ 0.2789
Kiribati	\$	1.2087	\$ 1.2087
Korea North	\$	1.4318	\$ 1.4318
Korea South	\$	0.1116	\$ 0.1674
Kuwait	\$	0.2231	\$ 0.2231
Kyrgyzstan	\$	0.2789	\$ 0.2789
Laos	\$	0.1302	\$ 0.1302
Latvia	\$	0.3719	\$ 0.3719
Lebanon	\$	0.2417	\$ 0.4091
Lesotho	\$	0.4463	\$ 0.4463
Liberia	\$	0.6694	\$ 0.6694
Libya	\$	0.6136	\$ 0.6136
Liechtenstein	\$	0.1302	\$ 0.8740
Lithuania	\$	0.1488	\$ 0.4091
Luxembourg	\$	0.0744	\$ 0.4835
Macau	\$	0.1116	\$ 0.1116
Madagascar	\$	0.6694	\$ 0.6694
Malawi	\$	0.3347	\$ 0.3347
Malaysia	\$	0.0744	\$ 0.1116
Maldives	\$	0.2975	\$ 0.5579
Mali	\$	0.5393	\$ 0.5393
Malta	\$	0.4835	\$ 0.4835
Mariana Islands	\$	0.0744	\$ 0.0744
Marshall Islands	\$	0.5579	\$ 0.5579
Martinique	\$	0.8926	\$ 0.8926
Mauritania	\$	0.4835	\$ 0.4835
Mauritius	\$	0.2045	\$ 0.2045
Mayotte Island	\$	0.8554	\$ 0.8554
Mexico	\$	0.3905	\$ 0.3905
Micronesia	\$	0.4649	\$ 0.4649
Monaco	\$	0.5764	\$ 0.5764
Mongolia	\$	0.2417	\$ 0.2417
Montserrat	\$	0.5021	\$ 0.6508
Morocco	\$	0.5393	\$ 0.5393
Mozambique	\$	0.5207	\$ 0.5207
Myanmar	\$	0.7252	\$ 0.7252
N/ American Paid 800	\$	0.0558	\$ 0.0558
Nakhodka	\$	0.1116	\$ 0.1302
Namibia	\$	0.5021	\$ 0.5021
Nauru	\$	2.4174	\$ 2.4174
Nepal	\$	0.4277	\$ 0.4463
Netherland Antilles	\$	0.2789	\$ 0.2789
Netherlands	\$	0.0744	\$ 0.4463
New Caledonia	\$	0.4835	\$ 0.4835
New Zealand	\$	0.0744	\$ 0.5207
Nicaragua	\$	0.4835	\$ 0.4835
Niger	\$	0.2975	\$ 0.4091
Nigeria	\$	0.2417	\$ 0.2975
Nis & Baltics	\$	0.7624	\$ 0.7624
Niue Island	\$	1.5806	\$ 1.5806
Norfolk Island	\$	2.1942	\$ 2.1942
Norway	\$	0.0744	\$ 0.4091
Oman	\$	0.3161	\$ 0.4835
Pakistan	\$	0.2231	\$ 0.2231
Palau	\$	0.5764	\$ 0.5764
Palestinian Autonomous Areas	\$	1.0971	\$ 1.0971
Panama	\$	0.2789	\$ 0.2789
Papua New Guinea	\$	0.7810	\$ 0.9483
Paraguay	\$	0.2231	\$ 0.2231
Peru	\$	0.2603	\$ 0.2603
Philippines	\$	0.3347	\$ 0.3533
Poland	\$	0.0558	\$ 0.3905



Portugal	\$	0.0558	\$	0.3347
Puerto Rico	\$	0.0558	\$	0.0558
Qatar	\$	0.3533	\$	0.4277
Republic Of Moldova	\$	0.4277	\$	0.4277
Reunion	\$	0.5950	\$	0.5950
Romania	\$	0.1488	\$	0.3719
Russian Federation	\$	0.1116	\$	0.1302
Rwanda	\$	0.3905	\$	0.3905
Sakhalin	\$	0.1116	\$	0.1302
San Marino	\$	0.1302	\$	0.1302
Sao Tome & Principe	\$	2.6777	\$	2.6777
Saudi Arabia	\$	0.2417	\$	0.3161
Senegal	\$	0.4835	\$	0.4835
Serbia	\$	0.2045	\$	0.3533
Seychelles	\$	0.1860	\$	0.1860
Sierra Leone	\$	0.8182	\$	0.8182
Singapore	\$	0.0558	\$	0.0558
Slovakia	\$	0.0744	\$	0.4463
Slovenia	\$	0.6136	\$	0.8554
Solomon Islands	\$	1.6178	\$	2.0269
Somalia	\$	1.1157	\$	1.1157
South Africa	\$	0.1302	\$	0.5207
South Sudan	\$	0.6880	\$	0.5764
Spain	\$	0.0558	\$	0.3905
Sri Lanka	\$	0.2975	\$	0.2975
St Helena	\$	1.3202	\$	1.3202
St Kitts & Nevis	\$	0.5579	\$	0.5579
St Lucia	\$	0.5021	\$	0.5021
St Pierre & Miquelon	\$	0.4463	\$	0.4463
St Vincent & Bequia	\$	0.5393	\$	0.5393
Sudan	\$	0.2603	\$	0.2975
Surinam	\$	0.4835	\$	0.4835
Swaziland	\$	0.4649	\$	0.4649
Sweden	\$	0.0744	\$	0.2417
Switzerland	\$	0.0744	\$	0.5207
Syria	\$	0.2231	\$	0.2789
Taiwan	\$	0.0744	\$	0.2231
Tajikistan	\$	0.2789	\$	0.2789
Tanzania	\$	0.2603	\$	0.2603
Thailand	\$	0.0744	\$	0.0744
Thuraya	\$	3.2727	N/A	
Togolese Republic	\$	0.8182	\$	0.8182
Tokelau	\$	1.8781	\$	1.8781
Tonga	\$	0.7996	\$	0.7996
Trinidad & Tobago	\$	0.2417	\$	0.2417
Tunisia	\$	0.5207	\$	0.6322
Turkey	\$	0.1302	\$	0.3719
Turkmenistan	\$	0.2603	\$	0.2603
Turks & Caicos Islands	\$	0.5393	\$	0.5393
Tuvalu	\$	1.3202	\$	1.3202
Uganda	\$	0.3161	\$	0.3161
Ukraine	\$	0.2231	\$	0.2603
United Arab Emirates	\$	0.3719	\$	0.3719
United Kingdom	\$	0.0558	\$	0.3347
United States Of America	\$	0.0558	\$	0.0558
Uruguay	\$	0.4835	\$	0.4835
Uzbekistan	\$	0.2231	\$	0.2231
Vanuatu	\$	1.0599	\$	1.0971
Vatican City	\$	0.0558	\$	0.4463
Venezuela	\$	0.2789	\$	0.2789
Vietnam	\$	0.1488	\$	0.1674
Virgin Islands (Br)	\$	0.5579	\$	0.5579
Virgin Islands (Us)	\$	0.0930	\$	0.0930
Wallis & Futuna	\$	0.6694	\$	0.6694
Western Samoa	\$	0.8182	\$	0.8182
Yemen Arab	\$	0.3533	\$	0.3533
Zaire	\$	0.3533	\$	0.3533
Zambia	\$	0.3161	\$	0.3161
Zimbabwe	\$	0.1860	\$	1.0041

## 7. Cloud Office – Desktop as a Service

### Product Details & Specifications

We will provide the CloudOffice - Desktop as a Service product as described below.

Each user is allocated 10 GB per User Internet Usage per month (from the CloudOffice Platform), which under normal usage conditions is more than sufficient. This Internet Usage allocation is subject to our Fair Use Policy. We reserve the right to charge an additional fee for users consistently exceeding this allocation.

### Standard User Definition

- Windows 8.1 Based Cloud Desktop (Server 2012 R2 RDS)
- Microsoft Office 2013 Standard (Word, Excel, PowerPoint, OneNote, Outlook)
- Outlook Anywhere for BYOD Email Access
- 50Gb per user Email Storage via Office 365 from Microsoft (Microsoft Exchange)
- Shared Mailboxes
- 50Gb per user File Storage
- Daily Backup, 30 Day backup retention of Servers & Files

Software Applications included as a Standard User (Customer to provide Licensing if required)

- MYOB
- Quick Books
- Microsoft Office
- Any Web based software which:
  - Has no add-ons (e.g. Outlook/Word Toolbars)
  - Runs on latest version of Internet Explorer or Google Chrome.

### Non-Standard User

- Windows 8.1 Based Cloud Desktop (Server 2012 R2 RDS)
- Microsoft Office 2013 Standard (Word, Excel, PowerPoint, OneNote, Outlook)
- Outlook Anywhere for BYOD Email Access
- 50Gb per user Email Storage via Office 365 from Microsoft (Microsoft Exchange)
- Shared Mailboxes
- 50Gb per user File Storage
- Daily Backup, 30 Day backup retention of Servers & Files

Software Applications included as a Standard User (Customer to provide Licensing if required)

- MYOB
- Quick Books
- Microsoft Office
- Any Web based software which:
  - Has no add-ons (e.g. Outlook/Word Toolbars)
  - Runs on latest version of Internet Explorer or Google Chrome.

Plus

- Application List (for non-standard users)
- Web based software that does not meet the standard user requirements.
- Any third party software outside of the standard user list.
- Software that requires databased applications.

### Service Activation

- You understand that it is your responsibility to check the terms of your contract with your current provider, to determine if there will be any consequences under that contract as a result of connecting a service with us (such as an Early Termination Fee).

- We will supply for Service from the date the activation with us takes effect (we will notify you when this happens)
- You authorise us to act on your behalf to facilitate the transfer of your Service from another provider.
- The Date the service is activated with us is the date the contract period of the service begins.
- You will need to assist our team with information, data and access to your local IT environment to activate and provision this service.

### **Order Withdrawal**

- If you withdraw the order prior to activation a withdrawal fee of \$1450 plus GST applies. The withdrawal request must be received in writing 7 business days before the scheduled cutover of your service otherwise standard early termination fees as detailed in "Service Cancellation" above apply.

### **Termination**

- Either party may terminate the Agreement forthwith with 30 days' notice
- In the event you terminate this agreement, you are still obliged to pay the total monthly charges as detailed in the service application from the termination date to the expiry of the Term of the Agreement. Termination shall not discharge the Client from any obligation or from the payment of sums then due.
- Termination is completed only after all outstanding sums are paid.
- Should you terminate your service with us, we will within 30 days provide a copy of all your data on a Removable Drive, Unencrypted in an Industry Standard Format. All other copies / backups will be securely destroyed by us.

### **Equipment Modifications**

You may need to make Local Equipment available during the Normal Service Hours within thirty (30) days of receiving a written request from us to provision your service. Such equipment modification includes but is not limited to engineering software and safety changes as determined by us.

### **Faults**

- The actual speed you will receive depends on a number of factors, including but not limited to, distance from the exchange, quality of the copper path, the Equipment you have connected and traffic in external networks.
- Our liability arising out of or in connection with this service and its performance (including liability of Us and our employees, contractors and agents for negligence) shall be limited to the equivalent of 25% of the amount paid by you for one month's services immediately prior to such claim.
- We, our employees, contractors and agents shall in no circumstances be under any liability for any consequential or indirect loss or damage suffered by you or any other party.
- In the event you have service difficulties, you can notify our Customer Service Team.
- You will be required to assist with a reasonable level of troubleshooting to assist us in identifying the cause of the service difficulties.
- If the event a fault needs to be lodged with our upstream carrier, you agree to the possibility of an Incorrect Callout Fee being charged in the event no fault is found with our service.
- In the event the fault lies beyond the network boundary point as defined by the carrier, an Incorrect Callout Fee of \$120 plus GST, plus \$35 plus GST per 15 minutes or part thereof may apply.
- You are responsible for the maintenance and condition of the local devices within your premises.
- You are responsible for the maintenance and condition of any peripherals that may be used within the cloud office (printers, scanners etc.)

## 8. Data Services – ADSL, NBN

This product refers to:

- An ADSL, ADSL2+ or National Broadband Network (NBN) service delivered into our Next Generation Platform (NGN), via a variety of access tails and/or speeds, or; “NGN DSL NBN”
- An ADSL, ADSL2+ or National Broadband Network (NBN) service, delivered as a resale of the AAPT IPLINE Service (previously known as Business Broadband). “Business Broadband”
- An ADSL, ADSL2+ or National Broadband Network (NBN) service, delivered as a resale of the AAPT National Wholesale Broadband Service (previously known as Consumer Broadband). “Consumer Broadband”

### Product Details & Specifications

Service Name	Maximum Speed (Down/Up)
ADSL	Up to 1.5Mbps / 256Kbps
ADSL2+	Up to 20Mbps / 1Mbps
NBN 12/1	Up to 12Mbps / 1Mbps
NBN 25/5	Up to 25Mbps / 5Mbps
NBN 25/10	Up to 25Mbps / 10Mbps
NBN 50/20	Up to 50Mbps / 20Mbps
NBN 100/40	Up to 100Mbps / 40Mbps

- For ADSL, ADSL2+ Service, a Copper Telephone Line (PSTN) is required for the service to work.
- This may be sold as a branded product, or as part of a Promotion, under another name. All speeds quoted at point of sale are “Up to” speeds.
- Each one of these products comes with 1 Static IPV4 Address. Additional IPV4 Addresses are not available for this product.
- You can request a PTR (Reverse DNS) entry for your Static IPV4 Address.

### Service Activation & Transfer of Services

- You understand that it is your responsibility to check the terms of your contract with your current provider, to determine if there will be any consequences under that contract as a result of connecting a service with us (such as an Early Termination Fee).
- We will supply for Service from the date the activation or transfer with us takes effect (we will notify you when this happens)
- You authorise us to act on your behalf to facilitate the transfer of your Service from another provider.
- The Date the service is transferred or activated with us is the date the contract period of the service begins.

### Service Cancellation

If you choose to cancel your service, you will need to let us know in writing.

For NGN DSL NBN

- If the service is within contract, an early termination Fee of \$55 plus GST applies.
- The cancellation date will be from the date the service is cancelled (not the date you request it).

For Business Broadband

- If the service is within contract, an early termination Fee of the Monthly Plan Cost times the number of remaining months in the contract.
- The cancellation date will be from the date the service is cancelled (not the date you request it).

For Consumer Broadband

- If the service is within contract, an early termination Fee of \$150 + GST applies.
- The cancellation date will be from the date the service is cancelled (not the date you request it).

## **Order Withdrawal**

If you withdraw the order prior to activation a withdrawal fee applies as detailed below. The withdrawal request must be received in writing 2 business days before the scheduled cutover of your service otherwise standard early termination fees as detailed in “Service Cancellation” above apply.

For NGN DSL NBN

- A withdrawal fee of \$55 plus GST applies.

For Business Broadband

- A withdrawal fee of \$90 plus GST applies.

For Consumer Broadband

- A withdrawal fee of \$90 plus GST applies.

## **Service Relocation**

You can relocate your service any anytime by providing a request in writing.

- Relocation may result in an increase in your monthly price if you are serviced by a different upstream carrier than currently provides your service.
- The Relocation of a service, will result in a new contract period applying from the date the new service is activated for the term selected by you.

For NGN DSL NBN

- A relocation fee of \$55 plus GST applies.

For Business Broadband

- A relocation fee of \$90 plus GST applies.

For Consumer Broadband

- A relocation fee of \$150 plus GST applies.

## **Faults**

- The actual speed you will receive depends on a number of factors, including but not limited to, distance from the exchange, quality of the copper path, the Equipment you have connected and traffic in external networks.
- The service provided is a best efforts service. There is no financial rebates available for service performance, uptime or fault conditions.
- The minimum specification of this service is a sync speed of 1.5Mbps down and 256Kbps upload.
- We are unable to make guarantees to the speed you will receive via ADSL or NBN. Any speed descriptions are port speed only, not the speeds you will necessarily receive.
- In the event you have service difficulties, you can notify our Customer Service Team.
- You will be required to assist with a reasonable level of troubleshooting to assist us in identifying the cause of the service difficulties.
- If the event a fault needs to be lodged with our upstream carrier, you agree to the possibility of an Incorrect Callout Fee being charged in the event no fault is found with our service.
- In the event the fault lies beyond the network boundary point as defined by the carrier, an Incorrect Callout Fee of \$120 plus GST, plus \$35 plus GST per 15 minutes or part thereof may apply.
- You are responsible for providing appropriate, correctly configured hardware (Modem, Router, etc.) as required to use your service. Approved hardware is available for purchase directly from us.

## 9. Data Services – IPVPN/MPLS

### Product Details & Specifications

IPVPN/MPLS refers to our product which delivers site to site connectivity for multi-site business, including services such as Managed Firewall and Managed Routers.

We may deliver this service using a range of 3<sup>rd</sup> party carriers detailed below across our own Next Generation Network (NGN).

Service Name	Delivery Method
AAPT Mid Band Ethernet	Copper & Fibre
Telstra Ethernet Advantage	Copper & Fibre
Optus Fibre	Fibre
Bigair: Fixed Wireless Ethernet	Radio / Wireless
ADSL2+	Copper
NBN	NBN Access

- This may be sold as a branded product, or as part of a Promotion, under another name.

### Service Activation

- You are responsible for ensuring your internal wiring is in-place and adequate before the service is installed. In the event your internal wiring is not suitable, you would be responsible for upgrading this, at your expense, before your order can proceed. In the event you decide to withdraw the order instead of proceeding with the upgrade, a withdrawal fee may apply (refer to Order Withdrawal).
  - For Fibre delivery methods, there may be additional fees (Fee for Service) to deliver the service to your Communications Room. In the event that a Fee for Service applies, you will have the option to proceed and be charged the Fee for Service immediately, or to withdraw the order without penalty.
  - For Copper delivery methods, there is a possibility that there is no available copper in the street to deliver the service. In the event this occurs, you can either nominate the required number of PSTN lines to sacrifice, or you may withdraw the order without penalty. If you elect to attempt to connect new lines via the Telstra network to then nominate sacrifice, we are not responsible for any costs you incur and there is a possibility they may not be suitable for use.
- We will install a NTU (Network Terminating Unit) into your premises at your service demarcation point. Please refer to General Terms & Conditions, Clause 13.
- We may also install a Managed Router into your premises as a Hardware Rental. Please refer to General Terms & Conditions, Clause 13.
- Installation of all SHDSL/Ethernet suite products will always require a minimum of 2 site visits by our contractors, however more visits may be required.
- The standard lead time for each product is detailed below. Whilst service is regularly delivered faster than these timeframes, there are also scenarios in which this lead time will be missed. This is a targeted lead time, with no rebates in the event it is missed. In the event that Fee for Service works, the site is not ready for install or there are network infrastructure shortfalls, these lead times will not progress until the issue in question has been rectified. Whilst each access may be installed the Standard Lead Time for an entire IPVPN /MPLS Network is up to 120 Business days.

Service Name	Standard Lead Time
AAPT Mid Band Ethernet	Up to 30 Business Days (Copper) Up to 90 Business Days (Fibre)
Telstra Ethernet Advantage	Up to 45 Business Days (Copper) Up to 110 Business Days (Fibre)
Optus Fibre	Up to 55 Business Days
Bigair: Fixed Wireless Ethernet	Up to 30 Business Days
ADSL2+	Up to 20 Business Days

NBN	Up to 30 Business Days
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- We will supply for Service from the date the activation or transfer with us takes effect (we will notify you when this happens)
- You authorise us to act on your behalf to facilitate the transfer of your Service from another provider.
- The Date the service is transferred or activated with us is the date the contract period of the service begins.

### Service Cancellation

If you choose to cancel your service, you will need to let us know in writing with 30 days' notice. The Early Termination Fee (ETF) is your total monthly cost, multiplied by the number of months remaining on the Contract.

### Order Withdrawal

If you withdraw the order prior to activation a withdrawal fee applies as detailed below. The withdrawal request must be received in writing 2 business days before the scheduled cutover of your service otherwise standard early termination fees as detailed in "Service Cancellation" above apply.

Service Name	Withdrawal Fee (plus GST)
NGN: AAPT Mid Band Ethernet	\$950 Copper \$2,500 Fibre
NGN: Telstra Ethernet Advantage	\$2,500 Copper \$5,500 Fibre
NGN: Optus Fibre	\$2,500
AAPT: Pipe Networks EFM	\$1,099
AAPT: Fibre400	\$1,999
Optus: Evolve Internet Lite	\$2,500
Bigair: Fixed Wireless Ethernet	\$950

### Service Relocation

You can relocate your service any anytime by providing a request in writing.

- Relocation may result in an increase in your monthly price if you are serviced by a different upstream carrier than currently provides your service.
- We may not be able to service your new premises address, in which case an Early Termination Fee will apply. Refer to Service Cancellation.
- The Relocation of a service, will result in a new contract period applying from the date the new service is activated for the term selected by you.

Service Name	Relocation Fee (plus GST)
NGN: AAPT Mid Band Ethernet	\$250
NGN: Telstra Ethernet Advantage	\$250
NGN: Optus Fibre	\$250
Bigair: Fixed Wireless Ethernet	\$250

### Faults

- The service provided is a best efforts service. There is no financial rebates available for service performance, uptime or fault conditions. Redundancy is highly recommended.
- In the event you have service difficulties, you can notify our Customer Service Team.
- You will be required to assist with a reasonable level of troubleshooting to assist us in identifying the cause of the service difficulties.
- If the event a fault needs to be lodged with our upstream carrier, you agree to the possibility of an Incorrect Callout Fee being charged in the event no fault is found with our service.

- In the event the fault lies beyond the network boundary point as defined by the carrier, an Incorrect Callout Fee of \$120 plus GST, plus \$35 plus GST per 15 minutes or part thereof may apply.
- You are responsible for providing appropriate, correctly configured hardware (Router, etc.) as required to use your service. Approved hardware is available for purchase directly from us.



## 10. Data Services – Symmetrical Internet Services

### Product Details & Specifications

Symmetrical Internet Services refers to a product that meets one of the below “Product Names”

Service Name	Delivery Method
NGN: AAPT Mid Band Ethernet	Copper & Fibre
NGN: Telstra Ethernet Advantage	Copper & Fibre
NGN: Optus Fibre	Fibre
AAPT: Pipe Networks EFM	Copper
AAPT: Fibre400	Fibre
Optus: Evolve Internet Lite	Fibre
Bigair: Fixed Wireless Ethernet	Radio / Wireless

- This may be sold as a branded product, or as part of a Promotion, under another name.
- All speeds quoted refer to the sync speed, or line speed, of the service, with the exception of the Pipe Networks EFM access method, which is an “Up-to” speed. We are unable to make guarantees to the speed you will receive via Pipe Networks EFM. The actual speed you will receive depends on a number of factors, including but not limited to, distance from the exchange, quality of the copper path, the Equipment you have connected and traffic in external networks.
- Each one of these products comes with 1 Static IPV4 Address. Additional IPV4 Addresses are available for this product at a cost of \$10 plus GST (/29 – up to 6 Additional IP Addresses). Justification will be required for your additional IPV4 request.
- You can request a PTR (Reverse DNS) entry for your Static IPV4 Address.

### Service Activation

- You are responsible for ensuring your internal wiring is in-place and adequate before the service is installed. In the event your internal wiring is not suitable, you would be responsible for upgrading this, at your expense, before your order can proceed. In the event you decide to withdraw the order instead of proceeding with the upgrade, a withdrawal fee may apply (refer to Order Withdrawal).
  - For Fibre delivery methods, there may be additional fees (Fee for Service) to deliver the service to your Communications Room. In the event that a Fee for Service applies, you will have the option to proceed and be charged the Fee for Service immediately, or to withdraw the order without penalty.
  - For Copper delivery methods, there is a possibility that there is no available copper in the street to deliver the service. In the event this occurs, you can either nominate the required number of PSTN lines to sacrifice, or you may withdraw the order without penalty. If you elect to attempt to connect new lines via the Telstra network to then nominate sacrifice, we are not responsible for any costs you incur and there is a possibility they may not be suitable for use.
- We will install a NTU (Network Terminating Unit) into your premises at your service demarcation point. Please refer to General Terms & Conditions, Clause 13.
- Installation of all SHDSL/Ethernet suite products will always require a minimum of 2 site visits by our contractors, however more visits may be required.
- The standard lead time for each product is detailed below. Whilst service is regularly delivered faster than these timeframes, there are also scenarios in which this lead time will be missed. This is a targeted lead time, with no rebates in the event it is missed. In the event that Fee for Service works, the site is not ready for install or there are network infrastructure shortfalls, these lead times will not progress until the issue in question has been rectified.
- We will supply for Service from the date the activation or transfer with us takes effect (we will notify you when this happens)
- You authorise us to act on your behalf to facilitate the transfer of your Service from another provider.

- The Date the service is transferred or activated with us is the date the contract period of the service begins.

Service Name	Standard Lead Time
NGN: AAPT Mid Band Ethernet	Up to 30 Business Days (Copper) Up to 90 Business Days (Fibre)
NGN: Telstra Ethernet Advantage	Up to 45 Business Days (Copper) Up to 110 Business Days (Fibre)
NGN: Optus Fibre	Up to 55 Business Days
AAPT: Pipe Networks EFM	Up to 30 Business Days
AAPT: Fibre400	Up to 90 Business Days
Optus: Evolve Internet Lite	Up to 55 Business Days
Bigair: Fixed Wireless Ethernet	Up to 30 Business Days

### Service Cancellation

If you choose to cancel your service, you will need to let us know in writing with 30 days' notice. The Early Termination Fee (ETF) is your monthly cost, multiplied by the number of months remaining on the Contract.

### Order Withdrawal

If you withdraw the order prior to activation a withdrawal fee applies as detailed below. The withdrawal request must be received in writing 2 business days before the scheduled cutover of your service otherwise standard early termination fees as detailed in "Service Cancellation" above apply.

Service Name	Withdrawal Fee (plus GST)
NGN: AAPT Mid Band Ethernet	\$950 Copper \$2,500 Fibre
NGN: Telstra Ethernet Advantage	\$2,500 Copper \$5,500 Fibre
NGN: Optus Fibre	\$2,500
AAPT: Pipe Networks EFM	\$1,099
AAPT: Fibre400	\$1,999
Optus: Evolve Internet Lite	\$2,500
Bigair: Fixed Wireless Ethernet	\$950

### Service Relocation

You can relocate your service any anytime by providing a request in writing.

- Relocation may result in an increase in your monthly price if you are serviced by a different upstream carrier than currently provides your service.
- We may not be able to service your new premises address, in which case an Early Termination Fee will apply. Refer to Service Cancellation.
- The Relocation of a service, will result in a new contract period applying from the date the new service is activated for the term selected by you.

Service Name	Relocation Fee (plus GST)
NGN: AAPT Mid Band Ethernet	\$250
NGN: Telstra Ethernet Advantage	\$250
NGN: Optus Fibre	\$250
AAPT: Pipe Networks EFM	\$1,099

AAPT: Fibre400	\$1,999
Optus: Evolve Internet Lite	\$250
Bigair: Fixed Wireless Ethernet	\$250

## Faults

- The service provided is a best efforts service. There is no financial rebates available for service performance, uptime or fault conditions.
- In the event you have service difficulties, you can notify our Customer Service Team.
- You will be required to assist with a reasonable level of troubleshooting to assist us in identifying the cause of the service difficulties.
- If the event a fault needs to be lodged with our upstream carrier, you agree to the possibility of an Incorrect Callout Fee being charged in the event no fault is found with our service.
- In the event the fault lies beyond the network boundary point as defined by the carrier, an Incorrect Callout Fee of \$120 plus GST, plus \$35 plus GST per 15 minutes or part thereof may apply.
- You are responsible for providing appropriate, correctly configured hardware (Router, etc.) as required to use your service. Approved hardware is available for purchase directly from us.

## 11. Mobile or Mobile Broadband

This product refers to:

- The 3G or 4G Mobile or Mobile Broadband product as provided by Optus.

### Product Details & Specifications

- 3G or 4G Mobile Service for use with your Mobile Phone.
- 3G or 4G Mobile Broadband Service for use with your Internet enabled devices such as Laptops and Tablets.
- A coverage map is available by visiting this website.

### Service Activation

- You understand that it is your responsibility to check the terms of your contract with your current provider, to determine if there will be any consequences under that contract as a result of connecting a service with us (such as an Early Termination Fee).
- We will supply for Service from the date the activation or transfer with us takes effect (we will notify you when this happens)
- You authorise us to act on your behalf to facilitate the transfer of your Service from another provider.
- The Date the service is transferred or activated with us is the date the contract period of the service begins.

### Service Cancellation

If you choose to cancel your service, you will need to let us know in writing.

- The Early Termination Fee (ETF) is \$85 plus GST per Service.

### Order Withdrawal

If you withdraw the order prior to activation a withdrawal fee of \$10 plus GST applies per Service. The withdrawal request must be received in writing 2 business days before the scheduled cutover of your service otherwise standard early termination fees as detailed in “Service Cancellation” above apply.

### Faults

- The service provided is a best efforts service. There is no financial rebates available for service performance, uptime or fault conditions.
- In the event you have service difficulties, you can notify our Customer Service Team.
- You will be required to assist with a reasonable level of troubleshooting to assist us in identifying the cause of the service difficulties.
- If the event a fault needs to be lodged with our upstream carrier, you agree to the possibility of an Incorrect Callout Fee being charged in the event no fault is found with our service.

### Other Service Charges (if applicable)

MMS	\$0.55 per message plus GST
MMS Downloads	\$0.825 per message plus GST
International SMS	\$0.495 per message plus GST
International MMS	\$0.8250 per message plus GST
124 YES	\$1.10 per call + applicable Standard Rate plus GST
Surepage	\$0.66 per message sent plus GST
Surepage Diversion	\$0.11 Flag fall + applicable Standard Rate plus GST
Surefax (Monthly Fee)	\$11.00 per month plus GST
Surefax	\$0.33 per 30 seconds plus GST
Video Calling (Handset to Handset)	\$0.385 Flag fall + \$0.605 per minute plus GST

## International Roaming

Flagfall of \$0.363 + Plus GST applies  
Calls are charged in 60 Second Blocks

Post-Paid AutoRoam Rates	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5
National Voice Calls within the same country (per minute)	\$ 0.6500	\$ 1.3000	\$ 1.6500	\$ 1.9000	\$ 2.1000
International Voice Calls outside the country you are in (per minute)	\$ 1.4000	\$ 2.3500	\$ 3.5000	\$ 5.8000	\$ 6.6000
To receive Voice Calls (per minute)	\$ 0.9500	\$ 1.1000	\$ 1.4500	\$ 1.6500	\$ 1.8000
National Video Calls within the same country (per minute)	\$ 1.2500	\$ 2.0000	\$ 2.5000	\$ 3.0000	\$ 3.5000
International Video Calls outside the country you are in (per minute)	\$ 2.7500	\$ 3.3000	\$ 4.7500	\$ 5.9500	\$ 6.7500
To receive Video Calls (per minute)	\$ 1.0000	\$ 1.2500	\$ 1.5000	\$ 1.7500	\$ 2.0000
Flagfall (per outgoing Voice and Video call)	\$ 0.4000				
SMS to an Australian number (per 160 characters)	\$0.55 roaming fee				
SMS to a non-Australian number (per 160 characters)	\$0.55 roaming fee				
To receive SMS	\$ -				
MMS to an Australian number (per message)	\$0.55 roaming fee + standard MMS rate + \$0.20 per 10KB				
MMS to a non-Australian number (per message)	\$0.55 roaming fee + standard International MMS rate + \$0.20 per 10KB				

### Post-Paid AutoRoam™ Zones

Zone 1	Zone 2	Zone 3	Zone 4	Zone 5
Bangladesh	Botswana	Algeria	Anguilla	Afghanistan
Cyprus	Curacao & Bonaire	Austria	Antigua & Barbuda^	Albania
Isle of Man	East Timor	Bahrain	Aruba	Argentina^
Macau	Finland	Brunei	Barbados	Armenia
Norway	Georgia	Costa Rica	Belgium	Azerbaijan
	Ghana	Denmark	Bermuda^	Belarus
	Greece	El Salvador †	Bolivia^	Belize^
	Malaysia	Faroe Islands	Bosnia Herzegovina	Bhutan
	Oman	Fiji	Brazil	Cameroon
	Pakistan	France	Bulgaria	Chile^
	Singapore	Gibraltar	Cambodia	China
	South Africa	Guam &	Canada^\$	Croatia
	Taiwan	the Northern Marianas^	Cayman Is.	Czech Republic
	Thailand	Hong Kong	Colombia^	Dominican Republic^
	Vietnam	Iceland	Cook Islands	Egypt
		Iran	Germany	Estonia
		Japan‡	Grenada	Ethiopia*
		Jersey	Guatemala	French Guiana
		Jordan	Guernsey	Guinea
		Korea (South)‡	Guinea Bissau	India
		Laos	Guyana	International
		Lebanon	Haiti	Airspace
		Liberia	Hungary	- AeroMobile
		Liechtenstein	Indonesia	Israel
		Luxembourg	Iraq	Ivory Coast
		Mauritania*	Ireland	Kazakhstan
		Monaco	Italy	Kenya
		Nauru	Jamaica	Kuwait
		Netherlands	Kyrgyzstan	Latvia
		New Caledonia	Macedonia	Lithuania
		New Zealand	Malawi	Madagascar
		Nigeria	Maritime	Maldives
		Puerto Rico^	Mauritius	Malta
		Seychelles	Mozambique	Mexico^
		Slovak Republic	Namibia	Mongolia
		Sudan	Nepal	Morocco
		Switzerland	Papua New Guinea	Panama†
		Tonga	Palestine	Peru^
		UK	Paraguay^	Portugal
		Uganda	Philippines	Qatar
		Uruguay	Poland	Reunion Islands
		USA^\$	Samoa	Romania
		US Virgin Is^.	San Marino	Russia
		Vanuatu	Senegal	Saudi Arabia
		Yemen	Slovenia	Serbia & Montenegro
			Solomon Islands	Sri Lanka
			Spain	Tajikistan
			St. Lucia	Tanzania
			St. Kitts & Nevis	Turkey
			St. Vincent	Ukraine
			Sweden	Uzbekistan
			Syria	Zimbabwe
			Tahiti	
			Trinidad	
			Tunisia	
			Turks & Caicos	
			United Arab Emirates	
			Vatican City	
			Venezuela^†	
			Zambia	

## Calls to International (from Mobile)

Flagfall of \$0.363 + Plus GST applies  
Calls are charged in 30 Second Blocks

Country	Code	Numerical Code	Rate per minute (ex GST)
AFGHANISTAN	AFG	93	\$ 2.10
ALBANIA	ALB	355	\$ 2.01
ALGERIA	ALG	213	\$ 1.93
AMERICAN SAMOA	SMA	1-684	\$ 2.40
ANDORRA	AND	376	\$ 2.79
ANGOLA	AGL	244	\$ 2.01
ANGUILLA	AIA	1-264	\$ 1.93
ANTARCTICA	ART	672	\$ 9.82
ANTIGUA	ATG	1-268	\$ 2.01
ARGENTINA	ARG	54	\$ 1.81
ARMENIA	ARM	7	\$ 2.60
ARUBA	ABW	297	\$ 1.93
ASCENSION IS	ASC	247	\$ 4.90
AUSTRIA	AUT	43	\$ 1.71
AZERBAIJAN	AZE	994	\$ 1.80
BAHAMAS	BAH	1-242	\$ 0.61
BAHRAIN	BHR	973	\$ 0.89
BANGLADESH	BGD	880	\$ 0.86
BARBADOS	BRB	1-246	\$ 2.15
BELARUS	BLR	375	\$ 2.56
BELGIUM	BEL	32	\$ 1.84
BELIZE	BLZ	501	\$ 2.49
BENIN	BEN	229	\$ 2.11
BERMUDA	BER	1-441	\$ 0.81
BHUTAN	BTN	975	\$ 1.24
BOLIVIA	BOL	591	\$ 1.59
BOSNIA HERZEGOVINA	BIH	387	\$ 2.35
BOTSWANA	BOT	267	\$ 2.18
BRAZIL	B	55	\$ 1.69
BRITISH VIRGIN IS	VRG	1-284	\$ 2.05
BRUNEI	BRU	673	\$ 0.86
BULGARIA	BUL	359	\$ 4.07
BURKINA FASO	BFA	226	\$ 2.46
BURUNDI	BDI	257	\$ 2.79
CAMBODIA	CBG	855	\$ 1.27
CAMEROON	CME	237	\$ 2.50
CANADA	CAN	1	\$ 0.39
CAPE VERDE	CPV	238	\$ 2.89
CAYMAN IS	CYM	1-345	\$ 1.80
CENTRAL AFRICAN REPUBLIC	CAF	236	\$ 3.75
CHAD	TCD	235	\$ 1.37
CHILE	CHL	56	\$ 1.38
CHINA	CHN	86	\$ 1.06
COLOMBIA	CLM	57	\$ 1.02
CONGO	COG	243	\$ 2.01
COOK IS	CKH	682	\$ 5.10
COSTA RICA	CTR	506	\$ 0.81
CROATIA	HRV	385	\$ 1.71
CUBA	CUB	53	\$ 9.42
CYPRUS	CYP	357	\$ 0.71
CZECH REPUBLIC	CZE	420	\$ 2.36
DENMARK	DNK	45	\$ 1.40
DIEGO GARCIA	#N/A	#N/A	\$ 8.91
DJIBOUTI	DJI	253	\$ 3.26
DOMINICA IS	DMA	1-767	\$ 2.18
DOMINICAN REPUBLIC	DOM	1-809	\$ 0.99
EAST TIMOR	ET	670	\$ 14.09
ECUADOR	EQA	593	\$ 1.80
EGYPT	EGY	20	\$ 1.48
EL SALVADOR	SLV	503	\$ 2.28
EQUATORIAL GUINEA	GNE	240	\$ 2.49
ERITREA	ERI	291	\$ 2.79

ESTONIA	EST	372	\$	3.07
ETHIOPIA	ETH	251	\$	2.47
FAEROE IS	FRO	298	\$	2.69
FALKLAND IS	FLK	500	\$	4.90
FIJI	FJI	679	\$	1.18
FINLAND	FIN	358	\$	1.24
FRANCE	F	33	\$	0.73
FRENCH POLYNESIA	OCE	689	\$	2.62
GABON	GAB	241	\$	1.89
GAMBIA	GMB	220	\$	2.99
GEORGIA	GEO	995	\$	1.38
GERMANY	D	49	\$	0.73
GHANA	GHA	233	\$	1.45
GIBRALTAR	GIB	350	\$	3.07
GREECE	GRC	30	\$	0.66
GREENLAND	GRL	299	\$	5.43
GRENADA	GRD	1-473	\$	2.18
GUADELOUPE	GDL	590	\$	4.90
GUAM	GUM	1-671	\$	0.42
GUANTANAMO BAY	GTM	502	\$	0.30
GUATEMALA	GTM	502	\$	1.09
GUIANA FRENCH	GUF	594	\$	4.28
GUINEA	GUI	224	\$	2.18
GUINEA BISSAU	GNB	245	\$	4.74
GUYANA	GUY	592	\$	2.17
HAITI	HTI	509	\$	2.35
HONDURAS	HND	504	\$	1.80
HONG KONG	HKG	852	\$	0.57
HUNGARY	HNG	36	\$	1.43
ICELAND	ISL	354	\$	2.01
INDIA	IND	91	\$	1.19
INDONESIA	INS	62	\$	0.93
IRAN	IRN	98	\$	1.25
IRAQ	IRQ	964	\$	1.11
IRELAND	IRL	353	\$	0.61
ISRAEL	ISR	972	\$	0.86
ITALY	I	39	\$	0.73
IVORY COAST	CTI	225	\$	2.01
JAMAICA	JMC	1-876	\$	2.05
JAPAN	J	81	\$	0.76
JORDAN	JOR	962	\$	0.90
KAZAKHSTAN	KAZ	7	\$	1.42
KENYA	KEN	254	\$	1.29
KIRIBATI	KIR	686	\$	5.13
KOREA NORTH	KRE	850	\$	8.41
KOREA SOUTH	KOR	82	\$	0.96
KUWAIT	KWT	965	\$	0.94
KYRGYZSTAN	KGZ	996	\$	1.29
LAOS	LAO	856	\$	0.74
LATVIA	LVA	371	\$	1.73
LEBANON	LBN	961	\$	1.27
LESOTHO	LSO	266	\$	2.11
LIBERIA	LBR	231	\$	2.79
LIBYA	LBY	218	\$	2.54
LIECHTENSTEIN	LIE	423	\$	3.91
LITHUANIA	LTU	370	\$	1.66
LUXEMBOURG	LUX	352	\$	1.74
MACAU	MAC	853	\$	0.64
MACEDONIA	MKD	389	\$	2.25
MADAGASCAR	MDG	261	\$	3.04
MALAWI	MWI	265	\$	1.58
MALAYSIA	MLA	60	\$	0.73
MALDIVES	MLD	960	\$	2.10
MALI	MLI	223	\$	2.43
MALTA	MLT	356	\$	2.35
MARIANA IS	MAR	1670	\$	0.61
MARSHALL IS	MHL	692	\$	2.40
MARTINIQUE	MRT	596	\$	3.26
MAURITANIA	MTN	222	\$	2.01
MAURITIUS	MAU	230	\$	1.25
MAYOTTE	MAY	269	\$	2.66

MEXICO	MEX	52	\$	1.50
MICRONESIA	FSM	691	\$	2.05
MOLDOVA	MDA	373	\$	1.57
MONACO	MCO	377	\$	3.02
MONGOLIA	MNG	976	\$	1.38
MONTENEGRO	MON	382	\$	1.63
MONTSERRAT	MSR	1-664	\$	4.92
MOROCCO	MRC	212	\$	2.92
MOZAMBIQUE	MOZ	258	\$	2.09
MYANMAR	BRM	95	\$	2.89
NAMIBIA	NMB	264	\$	2.10
NAURU	NRU	674	\$	9.34
NEPAL	NPL	977	\$	2.01
NETH ANTILLES	ATN	599	\$	1.61
NETHERLANDS	HOL	31	\$	1.39
NEW CALEDONIA	NCL	687	\$	2.21
NEW ZEALAND	NZL	64	\$	0.50
NICARAGUA	NCG	505	\$	1.93
NIGER	NGR	227	\$	1.34
NIGERIA	NIG	234	\$	1.15
NIUE IS	NIU	683	\$	6.19
NORFOLK IS	NFK	6723	\$	8.39
NORWAY	NOR	47	\$	1.31
OMAN	OMA	968	\$	1.83
PAKISTAN	PAK	92	\$	1.79
PALAU	PLW	680	\$	2.41
PALESTINE	PAA	970	\$	1.36
PANAMA	PNR	507	\$	1.09
PAPUA NEW GUINEA	PNG	675	\$	2.33
PARAGUAY	PRG	595	\$	0.93
PERU	PRU	51	\$	1.40
PHILIPPINES	PHL	63	\$	0.90
PITCAIRN IS	PTC	64.00	\$	2.40
POLAND	POL	48	\$	1.63
PORTUGAL	POR	351	\$	2.58
PUERTO RICO	PTR	1	\$	0.52
QATAR	QAT	974	\$	1.79
REUNION	REU	262	\$	2.12
ROMANIA	ROU	40	\$	1.54
RUSSIAN FEDERATION	RUS	7	\$	0.64
RWANDA	RRW	250	\$	1.57
SAN MARINO	SMR	378	\$	0.72
SAO THOME & PRINCIPE	STP	239	\$	8.80
SAUDI ARABIA	ARS	966	\$	1.22
SENEGAL	SEN	221	\$	2.08
SERBIA	YUG	381	\$	1.21
SEYCHELLES	SEY	248	\$	1.02
SIERRA LEONE	SRL	232	\$	3.33
SINGAPORE	SNG	65	\$	0.60
SLOVAKIA	SVK	421	\$	1.68
SLOVENIA	SVN	386	\$	3.40
SOLOMON IS	SLM	677	\$	7.38
SOMALIA	SOM	252	\$	4.45
SOUTH AFRICA	AFS	27	\$	0.87
SPAIN	E	34	\$	1.67
SRI LANKA	CLN	94	\$	1.02
ST HELENA	SHN	290	\$	5.63
ST KITTS & NEVIS	SCN	1-869	\$	2.17
ST LUCIA	LCA	1-758	\$	2.06
ST PIERRE & MIQUELON	SPM	508	\$	2.55
ST VINCENT	VCT	1-784	\$	1.93
SUDAN	SDN	249	\$	0.94
SURINAM	SUR	597	\$	1.99
SWAZILAND	SWZ	268	\$	1.93
SWEDEN	S	46	\$	1.40
SWITZERLAND	SUI	41	\$	2.20
SYRIA	SYR	963	\$	1.80
TAIWAN	TWN	886	\$	0.99
TAJIKISTAN	TJK	992	\$	1.39
TANZANIA	TZA	255	\$	2.35
THAILAND	THA	66	\$	0.89



TOGO	TGO	228	\$	2.62
TOKELAU	TKL	690	\$	6.52
TONGA	TON	676	\$	3.20
TRINIDAD & TOBAGO	TRD	1-868	\$	1.09
TUNISIA	TUN	216	\$	3.68
TURKEY	TUR	90	\$	0.97
TURKMENISTAN	TKM	993	\$	1.09
TURKS & CAICOS	TCA	1-649	\$	2.17
TUVALU	TUV	688	\$	4.90
UGANDA	UGA	256	\$	1.44
UK	G	44	\$	0.54
UKRAINE	UKR	380	\$	1.09
UNITED ARAB EMIRATES	UAE	971	\$	1.29
URUGUAY	URG	598	\$	2.00
USA	USA	1	\$	0.28
US VIRGIN IS	VIR	1-340	\$	1.23
UZBEKISTAN	UZB	998	\$	1.02
VANUATU	VUT	678	\$	4.36
VENEZUELA	VEN	58	\$	1.55
VIETNAM	VTN	84	\$	1.22
WALLIS & FUTUNA	WAL	681	\$	9.19
WESTERN SAMOA	SMO	685	\$	5.45
YEMEN	YEM	967	\$	1.83
ZAIRE	ZAI	243	\$	2.62
ZAMBIA	ZMB	260	\$	2.27
ZIMBABWE	ZWE	263	\$	3.14